

SAN FRANCISCO PUBLIC LIBRARY



3 1223 06447 5313

815



San Francisco Public Library

Government Information Center
San Francisco Public Library
100 Larkin Street, 5th Floor
San Francisco, CA 94102

REFERENCE BOOK

Not to be taken from the Library



Digitized by the Internet Archive
in 2012 with funding from
California State Library Califa/LSTA Grant

<http://archive.org/details/7classspecificati12196002>

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

7501 ENVIRONMENTAL SERVICE WORKER

DEFINITION:

Under direct supervision, removes graffiti and assists laborer and gardener classes in the removal of refuse and dirt from city streets, sidewalks, plazas, stairways, building frontages, parks, playgrounds, and other areas for reasons of public safety, code compliance, health and beautification and maintains city streets, trees and related landscaped areas in a safe, healthy and attractive condition.

DISTINGUISHING FEATURES:

The Environmental Service Worker is an entry-level classification which performs routine and basic services to assist laborer and gardener classes in maintenance and servicing, including removal of graffiti and debris.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Assists individually, or as part of a crew, in sweeping and removal of litter in assigned areas; screening of sandboxes for glass and litter; depositing of debris in plastic bags for pickup; and loading of debris on various clean-up trucks such as pickups, flatbeds, dump trucks, and refuse packer trucks.
2. Mixes paints and cleaners according to instructions; scrapes, scours and soda-blasts areas and materials; and applies paint for graffiti removal jobs on a variety of clean-up and graffiti removal jobs.
3. Assists laborer and gardener classes in removing of vegetation and debris from planted areas; weeding; preparing ground for planting; moving/trimming of lawns; operating power lawn mower on lawns and erosion slope areas; pruning trees and plant material with hand and power equipment; watering planted areas with hoses or automatic sprinklers; planting trees; shrubs and groundcover; trapping rodents.
4. Assists in responding to specific service requests generated by the public, department or other City agency.
5. Cleans surface areas around street catch-basins and drainage grates.
6. Loads and unloads materials, supplies, and equipment on and off trucks in proper and safe manner.
7. Operates power equipment (e.g., high-pressure hot water washers and steam cleaners, compressors, soda-blasting units, chain saws); a variety of small hand tools; lawn mowers, and a computerized color-matching system.

8. Assists craft workers by performing various non-technical tasks.
9. Assists in setting up traffic barricades and lights on work sites in a safe and proper manner; may serve as flag operator as required.
10. Assists laborer and gardener classes in making minor repairs and adjustments to landscape irrigation systems, mower equipment, and hoses.
11. Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

“The examination announcement shall provide the qualifications....and other particulars.... Applicants must be guided solely by the examination for which they apply.” (CSC Rule 10)

Ability to: Requires ability to learn the proper methods used in cleaning and litter/vegetation removal, light maintenance and repair, loading/unloading debris and materials; graffiti removal; and general ground maintenance; use tools and equipment properly including the operation of power equipment (e.g., high-pressure hot water washers, steam cleaners, compressors, soda-blasting units, chain saws, lawn mowers); correctly lift equipment and heavy debris bags to truck bed level and read and write simple reports.

Experience and Training Guidelines:

Any combination of training and experience that would provide the required knowledge, skills and abilities may be qualifying.

License:

Possession of a valid California Class C driver's license.

SPECIAL REQUIREMENTS:

Essential duties require the following physical skills and work environment: Considerable physical effort, i.e., kneeling, bending and squatting for considerable periods of time; occasional exposure to rain, other inclement weather conditions and somewhat disagreeable working conditions.

EFFECTIVE: April 21, 1998

CLASS TITLE: ASPHALT WORKER

CODE: 7502

CHARACTERISTICS OF THE CLASS:

Under supervision, spreads hot asphaltic material in connection with street maintenance and repair projects; and performs related duties as required.

Nature of work requires: considerable physical effort in handling heavy asphaltic materials; exposure to working conditions where moderately serious injuries may occur and somewhat disagreeable conditions due to heat and fumes are encountered.

EXAMPLES OF DUTIES:

1. Shovels, rakes and spreads hot asphaltic material in the repair or resurfacing of streets.
2. Compacts and smooths asphaltic patches by rolling with heated roller.
3. Removes old pavement and prepares surface for repaving.
4. Operates asphalt kettle and tool heater.
5. Places and moves barricades and cleans up job site upon completion of work.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of grammar school; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of the tools, materials and equipment used in asphalt paving work.

PROMOTIVE LINES:

To: Asphalt Finisher

From: General Laborer

Adopted 1/12/61

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: LIGHTING FIXTURE MAINTENANCE WORKER

CODE: 7510

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs lighting fixture cleaning, relamping and general maintenance within the airport buildings; and performs related duties as required.

Requires responsibility for: Carrying out procedures relative to light fixture maintenance; preparing routine reports of work accomplished, lamps required and safety conditions.

Nature of work involves: Some physical effort and dexterity in the use of fingers, limbs and body; continuous exposure to physical and working conditions where the possibility of minor injury exists; frequent climbing of scaffolds and ladders to above average heights.

EXAMPLES OF DUTIES:

1. Performs relamping and fixture cleaning of fluorescent fixtures within all airport buildings except tenant-occupied areas; uses 30 foot scaffolding and other types of rigging.
2. Replaces incandescent lamps as required.
3. Reports electrical conditions requiring remedial action.
4. Reports fire hazards to Fire Department.
5. Conducts lamp surveys, noting condition of fixtures and dates lamps replaced.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by three years of building maintenance experience which shall have included lighting fixture maintenance; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a working knowledge of the construction and electrical parts of the various types of lamps and the tools required to repair them; scaffolding and other types of rigging; existing safety codes, ordinances and regulations.

Requires ability to maintain routine records and reports on work accomplished.

Requires considerable skill in climbing scaffolds and ladders.

PROMOTIVE LINES:

To : No normal lines of promotion

From: Original entrance examination

Adopted: 9/5/73

Retitled: 7/1/77

(Assigned Code No. 7510 from unused class of Flusher Nozzleman)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: GENERAL LABORER

CODE: 7514

CHARACTERISTICS OF THE CLASS:

Under immediate supervision, performs a wide variety of manual labor tasks; and performs related duties as required.

DISTINGUISHING FEATURES:

This class is the entry level in the laborer series. Positions involve sustained physical effort and occasional exposure to a variety of disagreeable working conditions and inclement weather.

EXAMPLES OF DUTIES:

Class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed. (Civil Service Rule 7.03B).

1. Loads and unloads construction, structural maintenance and wrecking supplies, materials and equipment onto and off of trucks; digs and backfills trenches and other excavations.
2. Cleans and flushes catch basins; assists in cleaning sewers; may operate portable pumping and eductor equipment.
3. Operates a wide variety of pneumatic tools, including jackhammers, chipping guns and tampers.
4. May serve as flag operator on street work projects; cleans up materials and debris around work sites.
5. May assist various types of crafts workers on projects by providing tools, cleaning components, machinery or equipment and similar unskilled tasks; cleans, scrapes and sandblasts wooden and metal materials for painting.
6. Sweeps streets and removes litter from sidewalks in an assigned area; picks up debris and deposits same in street cans for pick up.
7. Opens and closes manholes for the inspection of sewers; may assist in collecting gas test samples from sewers.
8. Sets up traffic barricades and lights on various work sites; may perform general cleaning work of building materials in and about buildings and plant installations.
9. Mixes concrete for maintenance and repair jobs; sprays cracks and defects on concrete and asphalt streets.
10. Cuts brush and trees and removes logs and other debris from park areas; cuts weeds on street and curb lines; digs, grades and prepares grounds for grass seeding and plant processes; removes unauthorized advertising signs from utility poles and city property.
11. Removes and cleans up debris resulting from construction, maintenance, wrecking or repair work around grounds and building areas; reports defects in pavements, traffic signs and signals.

QUALIFICATIONS:

The examination announcement shall provide the qualifications ...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply. (CSC Rule 9.02)

QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Some knowledge of the methods, tools and equipment used in general laboring work; ability to follow oral and written instructions; ability and skill to use hand tools, general laboring tools and equipment.

LICENSE: Some positions may require a valid state drivers license.

AMENDED: 1-26-87

(Consolidates 7530 Street Cleaner herein)

#0146b

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASBESTOS ABATEMENT WORKER I

CODE: 7515

CHARACTERISTICS OF THE CLASS:

Under immediate supervision, performs a variety of manual labor, maintenance and instrument operation tasks associated with asbestos inspection and abatement; and performs related duties as required.

DISTINGUISHING FEATURES:

This class is responsible for the inspection, encapsulation and containment of asbestos in public buildings. Incumbents must be knowledgeable about the current industry protocol regarding asbestos abatement. Class 7515 is distinguished from class 7218 Asbestos Abatement Worker II in that an incumbent in the latter class serves as a working supervisor and performs the more difficult abatement and finish work.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Conducts asbestos inspections; scrapes, cuts into and otherwise removes asbestos-containing samples prior to laboratory testing; completes required re-survey forms.
2. Seals off and prepares areas to be worked on; performs all sanitizing, bagging and other necessary operations to decontaminate area, equipment and clothes used.
3. Applies foam applications, seals and other encapsulants to asbestos containing areas; as required, may assist in the removal of small areas of asbestos.
4. Operates a variety of equipment related to asbestos abatement including breather units, monitoring devices and vacuums.
5. Assists with finish materials which are contiguous to thermal, plumbing or electrical applications.
6. Completes mandated paperwork required for documentation of asbestos abatement.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Persons appointed to positions in this classification must have completed a course of training in the practices and procedures of asbestos abatement.

Knowledge, Abilities and Skills: Some knowledge of the methods, tools and equipment used in general laboring work; ability to follow oral and written instructions; ability and skill to use hand tools, general laboring tools and equipment; ability to maintain records of work completed; ability to work under adverse conditions.

License: A valid State driver's license is required.

CLASS TITLE: INCINERATOR OPERATOR

CODE: 7520

CHARACTERISTICS OF THE CLASS:

Under general supervision, operates a rubbish incinerator and cremator for the purpose of disposing of waste items; and performs related duties as required.

Nature of work involves sustained physical effort in moderately heavy work in surroundings that are extremely disagreeable.

EXAMPLES OF DUTIES:

1. Tends and operates a high temperature gas-fired cremator for the disposal of human specimens and parts resulting from operations and post-mortem examinations.

2. Operates a combustible rubbish burner for the destruction of rubbish and refuse from the various wards and other locations throughout the hospital; receives loads of such refuse as delivered by porters and orderlies; loads material directly into furnace or empties containers of such burnable rubbish; periodically adjusts dampers and tends the firebox to assure proper and complete combustion; removes and disposes of ashes and non-combustible residue.

3. Performs other miscellaneous and incidental tasks in connection with maintaining premises and equipment in clean condition and good repair.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of grammar school; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of the characteristics and operation of furnaces, incinerators or similar equipment.

Requires ability and willingness to work in extremely disagreeable surroundings.

PROMOTIVE LINES:

To: Porter Sub-Foreman

From: Original entrance examination
Porter



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: INSTITUTION UTILITY WORKER

CODE: 7524

CHARACTERISTICS OF THE CLASS:

Under supervision, performs a variety of manual and general laboring tasks in connection with the operation and maintenance of institutional buildings and grounds; and performs related duties as required.

Nature of work requires some physical effort and minimum dexterity in the use of fingers, limbs and body.

EXAMPLES OF DUTIES:

1. Cleans and removes debris around buildings and grounds; loads refuse onto trucks for transport to disposal site; operates incinerating equipment in burning combustible rubbish.

2. Operates motor vehicles in picking up garbage and rubbish from various locations and disposes of garbage and rubbish in a prescribed manner.

3. May operate motor vehicle in the transfer of employees and/or patients.

4. Assists in maintaining grounds and shrubbery; pulls weeds; operates hand mower, waters lawns and shrubbery and cultivates flower beds; may operate power mower; may make minor repairs to motor equipment.

5. Feeds cattle and hogs; cleans cattle and hog pens.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of grammar school; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of the methods, materials and tools used in general laboring work.

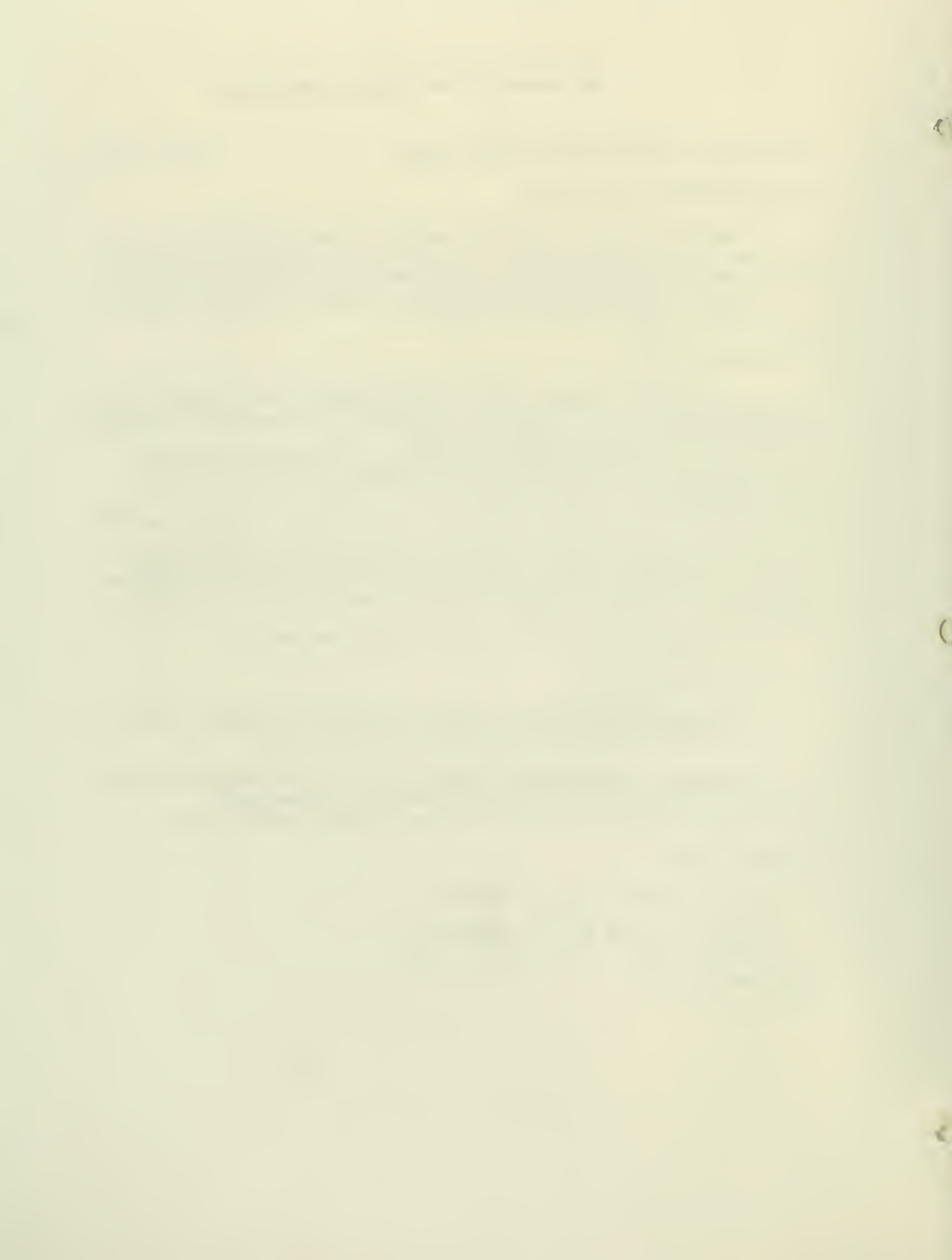
Requires ability to follow oral and written instructions.

PROMOTIVE LINES:

To: No Normal line of Promotion

From: Original Entrance Examination

Retitled: 7/1/77



CLASS TITLE: STREET CLEANER

CODE: 7530

CHARACTERISTICS OF THE CLASS:

Under general supervision, cleans, sweeps and picks up debris on streets in a designated area of the city; and performs related duties as required.

Nature of work involves: the application of simple repetitive manual skills and the use of simple cleaning materials and tools in keeping a designated area clean; occasional exposure to inclement weather conditions.

EXAMPLES OF DUTIES:

1. Sweeps streets and removes litter from sidewalks in an assigned area; picks up debris and deposits same in street cans for pick-up.
2. Cuts weeds on street and curb lines; removes unauthorized advertising signs from utility poles and city property.
3. Reports defects in pavement and sidewalks; reports damaged signs, signals and other traffic hazards.

MINIMUM QUALIFICATIONS:

Training and Experience: None

Knowledge, Abilities and Skills: Requires ability to: follow simple oral or written instructions; read and write.

PROMOTIVE LINES:

To: Street Cleaner Sub-Foreman

From: Original Entrance Examination



APR 18 2001

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCESSAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: TRACK MAINTENANCE WORKER

JOB CODE: 7540

Business Unit: MTA

Definition: Under general supervision, the Track Maintenance Worker performs the installation, maintenance and repair of cable car and light rail vehicle railway tracks and related equipment and components.

Distinguishing Features: The Track Maintenance Worker job code is the entry level in this series. It is distinguished from job code 7251, Track Maintenance Worker Supervisor I, in that the latter is the supervisory level. This has been identified as a safety sensitive position.

Supervision Exercised: none

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this class, and are not intended to be an inclusive list.

1. Operates mechanical equipment in the installation of tracks.
2. Operates power tools and hand tools in connection with the fabrication and fitting of track components.
3. Maintains pulleys, brackets, bumper bars, gypsies, depression beams, rails, turntables, and trackway components.
4. Cleans cable car pits and channel areas.
5. Acts as flagperson and assistant for track work crews; includes operation of a hand held radio, as required.
6. Excavates and prepares the area for the installation of ties and other rail components.
7. Pours concrete and lays cold asphalt using shovels, brooms, compactors, and other tools.
8. Performs other related duties as assigned.

Job Related and Essential Qualifications:

Knowledge of: techniques for gauging, surfacing, lining, repairing and maintaining railway tracks; the usage, storage, and preparation of materials such as concrete and asphalt, and concrete epoxies, in connection with the repair and maintenance of railway tracks; safety procedures that Track Maintenance Workers must possess in order to perform the job in a safe manner, including accident prevention, specific procedures required when performing various tasks, and applicable sections of the California Occupational Safety and Health Act (Cal/OSHA).

JOB CODE TITLE: TRACK MAINTENANCE WORKER

JOB CODE: 7540

Business Unit: MTA

Skill to: utilize track maintenance tools and equipment, including proficiency with various hand and power tools and equipment used in the repair and maintenance of railway tracks and components, and safe and efficient use of tools and equipment.

Ability to: relate effectively with supervisors, co-workers and the public, sometimes under pressure, understand and follow directions, and communicate in an understandable manner; lift various track maintenance materials weighing up to 95 pounds and carry rail material a distance of 5 – 12 feet; drive safely to and from work sites, including possessing and maintaining a valid driver license.

Experience and Training Guidelines:

One year of verifiable construction experience, which must have included using two of the three following tools: jackhammers, rails saws, grinders.

License or Certificate:

Possession of a valid driver license.

Special Requirements: nature of work requires exerting considerable physical effort, working in confined spaces, lifting and carrying heavy equipment and tools; working in adverse conditions such as rain and cold; dirt and dust; and in hazardous traffic conditions. Incumbents may be required to work rotating shifts, holidays, and weekends

Effective Date: 7/1/77

Amended Date: 4/2/01

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this job code.

CIVIL SERVICE COMMISSION OF SAN FRANCISCO

CLASS TITLE: WATERSHED WORKER (SEASONAL)

CODE: 7542

CHARACTERISTICS OF THE CLASS:

Under supervision, performs seasonal unskilled out-door manual work in connection with the maintenance and protection of watersheds, with special emphasis on soil erosion control and fire protection; and performs related duties as required.

Requires responsibility for: sustained physical effort in performing assigned tasks; continuous exposure to physical and working conditions where minor injuries might be incurred; observing safety precautions and regulations while working at dangerous heights.

EXAMPLES OF DUTIES:

1. Assists in the protection and maintenance of watersheds, reservoir property, rights-of-way, fire breaks, and improvements thereon.
2. Cleans grounds and assists in weed and ground erosion control; cuts and burns brush and weeds; sprays brush with weed killer; fights fires.
3. Performs protective maintenance tasks on the areas adjacent to and surrounding dams and reservoirs; rakes and burns driftwood from shore lines.
4. Assists in preventing trespass on Water Department property.

MINIMUM QUALIFICATIONS:

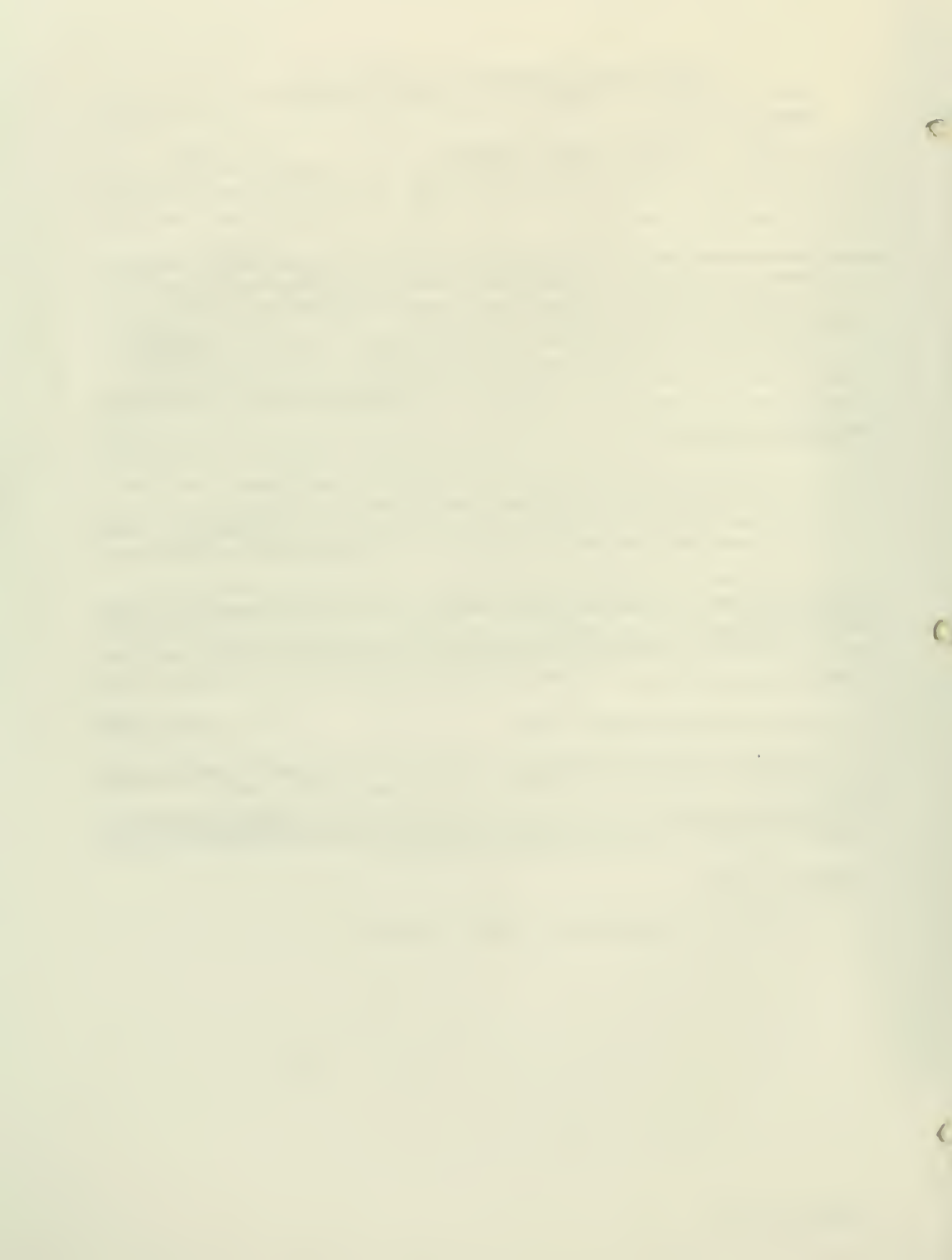
Training and Experience: None.

Knowledge, Abilities and Skills: Requires some ability to use implements or equipment such as rakes, hoes, axes, shovels, etc.

Requires ability to: follow oral and written instructions; use common hand tools; work from dangerous heights.

PROMOTIVE LINES:

No normal line of promotion - positions seasonal.



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SCHOOL FURNITURE SERVICE WORKER

CODE: 7550

CHARACTERISTICS OF THE CLASS:

Under supervision, performs a variety of semi-skilled tasks in assembling, installing, adjusting, replacing and repairing furniture in school buildings; and performs related duties as required.

Nature of work requires some physical effort and dexterity in the use of the fingers, limbs and body.

EXAMPLES OF DUTIES:

1. Delivers new furniture to classrooms and picks up old furniture for disposal or renewal.
2. Unloads furniture and classroom equipment from trucks and freight cars and delivers same to warehouse for storage.
3. Assembles, installs, adjusts and makes minor repairs to school furniture; transfers furniture, equipment, supplies, books and other school property within or between school buildings.
4. Assists in preliminary work in connection with the preparation of furniture for refinishing.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least one year experience in the installation, adjustment, removal and maintenance of furniture and miscellaneous related equipment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of the methods and techniques used in assembling, installing and moving furniture and fixtures.

Requires ability to follow oral instructions.

Requires some skill in the use of various hand tools.

PROMOTIVE LINES:

To: No normal line of promotion.

From: 2709 School Custodian

ADOPTED: 1/13/66

Retitled: 7/1/77

SAN FRANCISCO CIVIL SERVICE COMMISSION

(RETITLES AND AMENDS
SPECIFICATION)

CLASS TITLE: FIELD CONSERVATION AIDE

CODE: 7560

CHARACTERISTICS OF THE CLASS:

Under direct supervision, performs unskilled manual work in assisting with the maintenance and development of watershed lands, with special emphasis on the conservation of recreation sites, land beautification, and natural resources other than water, or in assisting with the development of recreational and park facilities with emphasis on basic ground preparation, including planting trees, shrubs and ground cover; clearing, preparing and constructing walks, paths and related structures; and performs related duties as required.

Requires responsibility for: Sustained physical effort in performing assigned tasks; continuous exposure to physical and working conditions where minor injuries might be incurred; observing safety precautions and regulations.

EXAMPLES OF DUTIES:

1. Clears and keeps in good repair hiking trails used by authorized hiking clubs and other organizations.
2. Sets up and maintains picnic and rest areas for authorized persons.
3. At designated locations, sets up water tanks to provide for drinking and sanitary facilities for authorized persons.
4. Clears and maintains in usable condition, pedestrian and equestrian trails other than normal service and access roads on Water Department properties.
5. Excavates and transplants shrubs and shoots from existing trees for re-location.
6. Assists in erosion control work in areas not normally cared for.
7. Assists in the production of food and water for game refuge.
8. Clears undeveloped areas of weeds, debris and unwanted plant growth and performs related basic ground preparation work.
9. Assists in the planting of trees, shrubs and ground cover; cultivates planted areas.
10. Assists in the repair and construction of walks, paths, walls and recreational areas.

MINIMUM QUALIFICATIONS:

Persons appointed to positions in this classification must be within the category of those for whom the Economic Opportunity Act or other similar Federal or State legislation is intended to benefit.

Training and Experience: None.

Knowledge, Abilities and Skills: Requires some ability to learn to use implements or equipment such as rakes, hoes, axes, mattocks, shovels, pruning saws, pitchforks, and pruning shears; follow oral and written instructions; use common hand tools.

PROMOTIVE LINES:

No normal lines of promotion - position tenure two years maximum.

AMENDED: July 1, 1968



(Retitles and amends
specification)

CLASS TITLE: FIELD CONSERVATION LEADER

CODE: 7562

CHARACTERISTICS OF THE CLASS:

Under general supervision, directs the work of Field Conservation Aides in the assisting with the maintenance and development of watershed lands with special emphasis on the conservation of recreation sites, land beautification, and natural resources other than water, or in assisting with the development of recreational and park facilities and sites with emphasis on basic ground preparation, including planting trees, shrubs and ground cover; clearing, preparing and constructing walks, paths and related structures; and performs related duties as required.

Requires responsibility for: Explaining, training, teaching and enforcing work methods and procedures and the efficient and safe utilization of tools; maintaining simple records of operation; nature of work requires intermittent exposure to a variety of disagreeable working conditions.

EXAMPLES OF DUTIES:

1. Teaches, trains and counsels Field Conservation Aides in their duties and responsibilities.
2. Makes daily assignments; arranges work programs; keeps attendance records; assigns specific tasks to subordinates at work project sites.
3. Supervises the maintenance of trails, picnic and rest areas, access roads, erosion control work and other work being done by Field Conservation Aides.
4. Supervises the clearing of undeveloped areas and the preparation and planting of trees, shrubs and ground cover; supervises the repair and construction of walks, paths, walls and recreational areas.
5. Trains and educates Field Conservation Aides in the proper and safe use of basic hand tools and implements; counsels subordinates in on-the-job vocational training.
6. Responsible for assuring that work areas and job sites are left in a clean and orderly manner on completion of work.

MINIMUM QUALIFICATIONS:

Persons appointed to positions in this classification must be within the category of those for whom the Economic Opportunity Act or other similar Federal or State legislation is intended to benefit.

Training and Experience: Requires completion of two years of high school supplemented by at least four years of general laborer work; or an equivalent combination of training and experience. Experience working with youths on projects will be helpful.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: The methods and techniques commonly used in construction and maintenance operations; the use of hand tools common to this type of work; safety precautions and first aid methods.

Requires ability to: Assign, lay out and supervise the work of Field Conservation Aide crews; understand, follow and explain to subordinates oral or written instructions; teach and train subordinates in the proper and safe methods in the use of common hand tools and implements.

SAN FRANCISCO CIVIL SERVICE COMMISSION

(Amends and retitles
specification)

CLASS TITLE: FIELD CONSERVATION SUPERVISOR II

CODE: 7564

CHARACTERISTICS OF THE CLASS:

Under direction, supervises Field Conservation Aide Foreman in organizing, planning and directing the activities of Field Conservation Aides in assisting with the maintenance and development of watershed lands, with special emphasis on the conservation of natural resources other than water, recreation sites and land beautification and related duties, or in assisting with the development of recreational and park facilities and sites with emphasis on basic ground preparation, including planting trees, shrubs and ground cover; clearing, repairing and constructing walks, paths and related structures; and performs related duties as required.

Requires responsibility for: Interpreting, coordinating, enforcing and assisting in developing policies, methods and procedures; making regular contacts in dealing with other supervisory and administrative personnel on work projects; preparation, review and approval of work reports and records relative to time, material and equipment used on work projects.

EXAMPLES OF DUTIES:

1. Plans, assigns, directs and inspects the work of subordinate foremen in the maintenance and development of watershed lands or recreational and park sites and facilities.
2. Works with project coordinator in evaluating different phases of project progress.
3. Prepares and supervises the preparation of reports for conformance with instructions.
4. Disciplines enrollees for minor infractions or refers more difficult problems to the project coordinator for disposition.
5. Provides advice for guidance to Field Conservation Foreman as needs arise; helps arrange for and resolve transportation problems.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from high school, supplemented by at least 10 years of experience in general waterworks, at least three years of which shall have been in a subordinate supervisory capacity, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough working knowledge of: Various construction and maintenance operations basically as it relates to watershed areas; requires supervisory skill and ability to efficiently organize and direct foremen and groups of workers in a wide variety of maintenance projects and operations.

AMENDED: July 1, 1968

Retitled: 7/1/77



SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: FIELD CONSERVATION SUPERINTENDENT

CODE: 7566

CHARACTERISTICS OF THE CLASS:

Under general direction, assists the Project Coordinator in organizing, planning and directing the activities of field conservation aides in maintaining and developing recreational and park facilities and sites; supervises through subordinate supervisory personnel basic ground preparation, planting of trees, shrubs and ground cover and the clearing, preparation and construction of walls, paths and structures, and performs related duties as required.

Requires responsibility for: Assisting in the development, coordination and execution of policies, methods and procedures in connection with the development of recreational and park facilities and sites; making regular responsible contacts with supervisory personnel and various outside organizations in connection with maintenance and construction matters; reviewing detailed operational work performance records and reports.

EXAMPLES OF DUTIES:

1. Assists the Project Coordinator in the placement of all enrollees, attendance and performance reports for the beautification program.
2. Assists the Project Coordinator in liaison activities on a day-to-day basis between cooperating agencies and the Department of Employment.
3. Supervises the disciplining of enrollees for minor infractions or refers to Project Coordinator for disposition.
4. Advises Field Conservation Foreman regarding day-to-day operational problems and in making arrangements for and resolving transportation problems.
5. Supervises the training and counseling of Field Conservation Aides in their duties and responsibilities.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from high school supplemented by at least 10 years of experience in the maintenance, development and beautification of recreational sites and facilities including at least 4 years of supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of various construction and maintenance operations as they relate to recreational and watershed facilities and beautification sites.

Requires considerable supervisory skill and ability to efficiently plan, organize and direct subordinates and groups of workers in a wide variety of maintenance and development operations.

Promotive Lines:

No normal lines of promotion

Adopted: July 15, 1968



CLASS TITLE: PROCESS SERVER

CODE: 8102

CHARACTERISTICS OF THE CLASS:

Under general supervision, serves legal papers and process; and performs related duties as required.

Requires responsibility for making regular responsible contacts with the general public in connection with the serving of legal papers.

EXAMPLES OF DUTIES:

1. Receives legal papers and process from superior and serves same to appropriate individuals.
2. Delivers jury instructions and other materials to attorneys from the city attorney's office.
3. Receives, distributes and processes incoming and outgoing mail.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least one year of general clerical experience, preferably in the legal field; or an equivalent combination of training and experience.

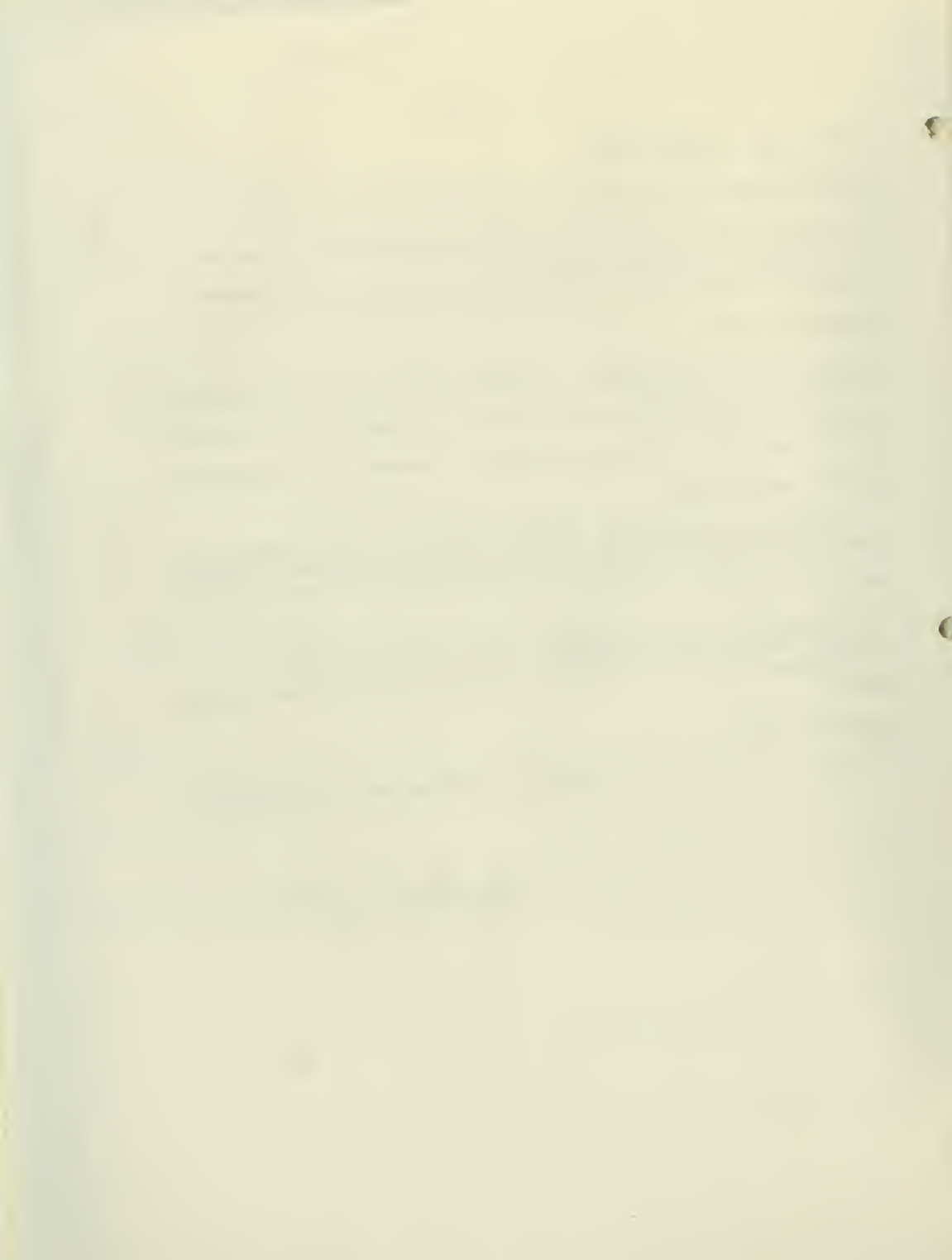
Knowledge, Abilities and Skills: Requires good knowledge of the laws applicable to the handling and serving of legal process.

Requires ability to exercise good judgment and tact in serving legal process.

PROMOTIVE LINES:

To: No normal lines of promotion: position exempt from examination

Adopted 1/12/61



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: VICTIM AND WITNESS TECHNICIAN

CODE: 8104

CHARACTERISTICS OF THE CLASS:

Under supervision, assists clients in completing applications for victim of crime compensation; makes initial and continuing verifications in order to recommend approval or denial of compensation claims; makes appropriate referrals to victim/witness investigative staff and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class perform routine verification and reporting duties in regards to carrying out well-defined rules and regulations of the State Board of Control - Victim of Crime Program. This class is distinguished from the Victim/Witness Investigative series in that the latter is responsible for a broad range of investigative activities requiring a considerable degree of independent judgment.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Interviews applicants for victim compensation in the offices of the Victim/Witness Assistance Program, in their homes or in institutions for the purpose of verifying their eligibility for compensation; assists clients in completing required applications; aids in resolving inconsistencies or omissions of required information by helping client contact appropriate sources of information and by making contacts on behalf of the client.

2. Reviews application forms for completeness and consistency; applies State Board of Control guidelines for verifying victim compensation claims; identifies other sources of compensation; computes client losses; composes report on verification of initial client claim; compiles documentation supporting client eligibility and net financial loss; makes recommendations to deny claims or to submit them to the State Board of Control.

3. Conducts periodic review of claims as required by program regulations; makes mail, telephone, or personal contact with clients securing necessary documentation to continue clients' claims; computes and recommends amount of additional claims; composes report and compiles supplemental claims; submits claims to the State Board of Control.

4. Records information necessary for individual case records and case workload; prepares and maintains records relating to eligibility and amount of compensation; refers clients in need of services to members of victim/witness investigative staff on the basis of observation of client, of needs expressed orally, on the application form, or on supporting documentation.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Requires knowledge of: clerical and office procedures; general provisions of rules and laws pertaining to victim compensation administration; familiarity with the criminal justice system and with indemnification programs and policies.

Requires skill and ability to: interview applicants for compensation and obtain confidential information relative to personal, family, financial, medical, legal or other circumstances of client; evaluate such data and apply pertinent laws and provisions in order to make appropriate eligibility recommendations; perform accurate computations on the amount of compensation; interpret laws and rules to public and clients; communicate effectively orally and in writing; deal sensitively and tactfully with the general public and clients.

ADOPTED: 1-7-91

#4197c

1

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

DOCUMENTS DEPT.

8106 Legal Process Clerk

AUG 25 1989

SAN FRANCISCO
PUBLIC LIBRARY

Definition:

Under direct supervision, the Legal Process Clerk performs detailed clerical work involving the processing of legal actions. The essential functions of this job include: reviewing, processing, routing and filing records; retrieving legal documents using various filing systems; responding to inquiries made in-person and over the telephone; answering questions pertaining to regulation requirements of documents; utilizing computer terminals to perform record researches and data entry; assembling legal papers and case files; filing motions and other legal papers; distributing mail and delivering legal papers; typing forms, memoranda, correspondence and notices. Some positions may require considerable public contact.

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Reviews, processes, routes, files, records such as marriage licenses, fictitious name statements, etc and retrieves legal documents such as court orders.
2. Responds to in-person and telephone inquiries from the public, attorneys, litigants, witnesses, victims, police and other law enforcement agencies; checks files and computer records to locate requested information; provides information regarding court and office procedures.
3. Operates computer terminal to perform record researches and data entry functions.
4. Types forms, memoranda, correspondence and notices; assembles legal papers and case files.
5. Files motions and other legal papers in Superior and Municipal Courts.
6. Makes entries in the Register of actions; maintains registers of cases bound over to Superior Court.
7. Tallies and records dispositions of cases.
8. Distributes mail and delivers legal papers to courtroom.
9. Obtains records of prior convictions and imprisonment of felons by contacting criminal justice agencies.
10. Reviews and routes motions to expunge and to seal and destroy records.
11. Examines legal documents to determine acceptability for recording or filing assesses and collects fees and taxes.
12. Answers questions pertaining to regulation requirements of documents; complies by departmental customer service policies in dealing with the general public.

Job Related and Essential Qualifications:

Knowledge of: state and local codes, statutes, ordinances; technical knowledge; and legal terminology.

Ability to: perform clerical sorting, filing, code and index documents, records and correspondence using alpha, chronological and numerical filing systems; record and transfer information to and from forms, records and databases; read and comprehend legal terminology; input and retrieve data; communicate clearly and effectively and interact courteously with other staff and the general public.

Skill to: type 25 net words per minute.

Experience and Training Guidelines:

1. One (1) year of verifiable experience processing documents in accordance with laws, codes and/or regulations in a legal, governmental, real estate or financial services environment; **AND**
2. Ability to type 25 words per minute net.

AMENDED: 9/16/68

AMENDED: 8/6/99

Reason for Amendment:

To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

**CITY AND COUNTY OF SANFRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

CLASS TITLE: SENIOR LEGAL PROCESS CLERK

CODE: 8108

CHARACTERISTICS OF THE CLASS:

Under supervision, performs specialized clerical duties requiring a thorough knowledge of procedures and requirements relating to the department concerned; processes legal actions for court disposition; examines documents submitted for filing and recording; and performs related duties as required.

DISTINGUISHING FEATURES:

The Senior Legal Process Clerk is responsible for processing and examining complex legal actions and documents, and for interpreting and explaining complex regulations and procedures. It is distinguished from Legal Process Clerk in that the latter is responsible for carrying out and explaining procedures which are more routine in nature and performing duties under closer supervision.

EXAMPLES OF ESSENTIAL DUTIES:

1. Receives and screens all processes issued by court for action and collects fees for prescribed services; accepts bonds to release property levied upon the Sheriff; signs releases on real property and salary attachments; and accounts for monies received by Sheriff from defendants and attorneys.
2. Responds to inquires made in person or by phone from the public, attorneys, litigants, witnesses, victims and other law enforcement agencies regarding legal attachments, evictions, writs of execution and funds in process of transmission.
3. Assists Attorneys in the process of cases by interviewing witnesses and recording their statements; prepares formal complaints and related reports; maintains calendar and dockets of court hearings on criminal cases; and prepares writs or warrants of attachment and execution to ensure proper completion.
4. Processes law suits filed against the City; files legal papers in Superior and Municipal Courts; maintains daily and weekly diary and notifies City Attorney's deputies of pleadings, appearances, depositions and other pertinent legal actions.
5. Processes and reviews legal documents and records such as hold orders, indictments, writs, certifications, marriage licenses and fictitious name statements; retrieves legal documents using alphabetical, chronological and numerical filing systems; indexes ordering of prior convictions for felonies using criminal identification and investigation records; performs data entry and checks files/computer records to locate requested information.

DOCUMENTS DEPT.

JUL 19 1999

SAN FRANCISCO
PUBLIC LIBRARY

6. Examines and reviews a wide variety of legal documents, applying relevant laws, codes and procedures, to determine whether they meet the prerequisites for recording; calculates fees for recordable documents, accepts payment, writes receipts and makes change; balances daily total of monies received; and explains provisions and regulations regarding recording of documents to title company representatives, realtors, attorneys and the public.

MINIMUM QUALIFICATIONS:

Training and Experience: Two (2) years of verifiable experience in processing and/or researching legal documents in accordance with laws, codes and/or regulations in a legal, governmental or financial services environment; AND ability to type/keyboard 25 wpm.

Substitution: A certificate of completion of the Court Clerk training class from the San Francisco Community College District may be substituted for six (6) months of the required experience; OR

An Associate of Arts Degree or related coursework of at least 15 semester units from an accredited college or university, with major coursework in business administration, law or a related field may be substituted for one (1) year of the required experience.

Knowledge, Skills and Abilities:

Requires knowledge of: state and local codes, statutes, ordinances; legal terminology; and technical knowledge necessary to examine a wide variety of legal documents.

Requires ability to: sort, file, retrieve, code and index documents using alphabetical, chronological and numerical filing system; perform record keeping; use a typewriter and/or a word processor; communicate clearly and tactfully with co-workers, clients, attorneys, litigants, and the general public; instruct subordinates on routine matters; read and comprehend legal terminology on various forms and letters; respond to customer inquiries in writing and interact with the public in a tactful and courteous manner.

AMENDED: 9-17-68

AMENDED: 12-20-84

AMENDED: 7/2/99

SAN FRANCISCO DEPARTMENT OF HUMAN RESOURCES

CLASS TITLE: DOCUMENT EXAMINER TECHNICIAN

CODE: 8109

DEFINITION:

Under direction, performs unique and specialized work examining and reviewing a wide variety of complex legal documents submitted for filing and recording; responsible for the collection of and accounting for associated fees and taxes or trust receipts; serves as a technical resource in the application of laws and procedures; and performs other related duties as required.

DISTINGUISHING FEATURES:

This position is the advanced journey level in the class series responsible for examining and recording highly technical, extremely sensitive and complex legal documents that require expertise and special knowledge in processing. It is distinguished from the Assistant County Clerk-Recorder or Operations Supervisor by its technical level functions that ensure the proper review, recordability and processing of all legal documents and reports to the Assistant County Clerk-Recorder who is responsible for all divisions of the department or to the Operations Supervisor responsible for a department's civil unit. It is further distinguished from the subordinate class of Senior Legal Process Clerk by its responsibility for serving as a lead worker and resource in interpreting and implementing applicable laws, codes and procedures, and for its latitude in making independent judgments and use of discretion in determining the recordability of documents and performance of duties.

SUPERVISION EXERCISED: NONE

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Examines a wide variety of legal documents; accepts documents for recording and determines prescribed fees and taxes; provides technical information regarding acceptability and compliance with laws and codes; interprets and explains applicable laws and codes to title company representatives, members of the public, staff and others.

2. Examines documents submitted by mail; reviews to determine recordability and appropriate fees and taxes or trust receipts due; reviews documents to determine acceptability for recording; and if unacceptable, determines what would make documents acceptable; requests additional information to complete recording requirements; notifies the sender and requests the same.

3. Examines documents rejected for filing to determine the basis for decisions; provides technical assistance and lead worker direction to staff on matters related to acceptability of documents, assessment of associated fees and trust receipts within the legal and procedural requirements.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES: (CONT'D)

4. Accepts recording fees and those of various licenses, certificates, reproduction and other miscellaneous fees; balances daily cash receipts; prepares balance sheets and receipts processing forms; posts receivables and credits on appropriate accounts; compares daily monetary receipts with computer print-outs of collections and reconciles any discrepancies; ensures the accuracy and security of receipts within the office and the timely deposit of revenue with the Treasurer's Office.

5. Under direction of the Assistant County Clerk-Recorder or the Operations Supervisor of a department's civil unit, responds to inquiries from attorneys, title company representatives, civil officials, legal representatives and others in regards to accepting, recording and filing of documents, or retrieval and inspection of documents and papers as required or permitted by law.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge, Abilities and Skills: Requires considerable knowledge of: record-keeping systems, methods and procedures including automation of records and files; County, State and Federal laws, codes and ordinances governing acceptance, recording, filing and service of documents and collection of fees, taxes and trust receipts; applicable real estate laws, codes and procedures involving transfer of property and related documents.

Ability to: conduct complex clerical operations regarding acceptance, recordation and retrieval of documents within legal constraints; interpret and explain complex real estate laws or civil processes, as they relate to department functions, to staff, attorneys, title company representatives, members of the public and others; establish and maintain effective working relationships with departmental managers and employees, representatives of real estate and title companies, government, legal and professional organizations and the general public.

Experience and Training:

RECORDER'S/COUNTY CLERK OFFICE: Four years (4) of experience processing and recording a wide array of legal, real estate, and title documents in accordance with laws, codes and/or regulations, requiring extensive public interaction, which must include receiving and reconciling cash balances of collected fees, payments and charges; or an equivalent combination of training and experience.

CITY-WIDE DEPARTMENTS WITH CIVIL UNITS: Four years (4) of experience processing legal documents in accordance with laws, codes and/or regulations as they pertain to Code of Civil Procedures, which must include receiving and reconciling cash balances of collected fees, payments and charges; or an equivalent combination of experience and training.

ADOPTED: 12-20-84

RETITLED AND AMENDED: 1/29/96

REASON FOR AMENDMENT: Broaden class to include civil units of city-wide deaparmnts.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT COURT CLERK

CODE: 8112

CHARACTERISTICS OF THE CLASS:

Under general supervision, assists in the keeping of civil and criminal court records; assists in the processing of legal documents and materials for Superior Court activities; assists in the scheduling of cases to come before the court; accounts for all process received by the Sheriff and maintains calendars of claims to be determined and records disposition of all legal documents; and performs related duties as required.

Requires responsibility for: Explaining and carrying out methods and procedures relating to the clerical activities of the court and Sheriff's Department; making contacts with judges, attorneys, litigants and the general public in connection with court and Sheriff's activities; preparing, maintaining and processing detailed records, reports and other material relating to court and Sheriff's activities.

EXAMPLES OF DUTIES:

1. May prepare judge's and clerk's daily calendars with pleadings, depositions, and other necessary papers prior to the hearing of cases.

2. When assigned, may conduct drawing of juries and swear in members; collect jury fees and arrange for juror's pay; obtain jury instructions requested by counsel for court to accept or reject; swear in witnesses; take charge of, mark and arrange exhibits for display; prepare verdicts of civil and mental trials for court and counsel approval; poll jury, make necessary entries in register of actions after a verdict has been rendered; makes entries in official records and prepares and mails notice on court activities.

3. Files, indexes and enters in the register of actions proceedings of the criminal court; accepts bail; maintains a ledger account and an index of deposits, withdrawals and bail forfeited; may receive, index and maintain records of exhibits submitted in criminal cases.

4. May issue a variety of writs and subpoenas required in legal proceedings; certify and issue copies of Superior Court records; prepare and issue abstracts of judgments; enter all civil cases such as divorces, damage suits and miscellaneous cases in register of actions.

5. May receive Federal Court orders in bankruptcy cases and determines disposition of funds subject to bankruptcy; maintains calendar of exemption claims and prepares claims for court hearings; records court rulings and issues orders to employers and banks to obey such rulings.

6. May receive and record court orders and stays and notifies deputies upon receipt of such documents affecting evictions, keeper levies, arrests and vehicle seizures.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by three years of responsible clerical experience, including one year of experience in legal process or court work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires working knowledge of: Court procedures and practices; departmental rules and regulations; modern office practices and techniques.

Requires ability to: Accurately record court proceedings in a legible handwriting; exercise good judgment in evaluating situations and making decisions; maintain confidential court records and prepares prescribed reports; perform simple typing; maintain neatness in appearance and demonstrate courtesy and tact in courtroom contacts.

CLASS TITLE: ASSISTANT COURT CLERK

CODE: 8112

PROMOTIVE LINES:

To : B152 Court Room Clerk
B160 Law Clerk

From: 1406 Senior Clerk
1426 Senior Clerk Typist
4320 Cashier I

Amended: 12/7/70; 12/16/74

CLASS TITLE: COURT CLERK

CODE: 8113

CHARACTERISTICS OF THE CLASS:

Under direction, is responsible for keeping civil and criminal court records; processes legal documents and materials for court activities; schedules cases to come before the court; and performs related duties as required.

DISTINGUISHING FEATURES:

Individuals in class 8113 Court Clerk are responsible for performing highly specialized legal clerical work for the courts. Positions in this class provide administrative assistance to the judiciary in the courtroom and issue and file a variety of legal papers relative to court actions.

EXAMPLES OF DUTIES:

1. Prepares judge's and court clerk's daily calendars with pleadings, depositions, and other necessary papers prior to the hearing of cases.
2. Conducts drawing of juries and swears in members, collects jury fees and arranges for juror's pay; obtains jury instructions requested by counsel for court to accept or reject; swears in witnesses and interpreters; marks and arranges exhibits for display; prepares verdicts of civil and criminal trials for court and counsel approval; remains in attendance during jury deliberation; polls jury, enters abstract of all court proceedings in register of actions; notifies parties of court decisions and judgments.
3. Examines legal documents for correctness of form and format, sufficiency of information and conformance with legal filing procedures of the County Clerk's Office; maintains control records of the cases assigned to a judge as they are filed.
4. May do research for the court; keeps statistics and prepares records and reports concerning the work of the court; advises judge as to legal time limit for ruling on submitted matters; prepares documents for judge's signature.
5. Files, indexes, and enters in the register of actions proceedings of the criminal court; accepts bail, issues releases for prisoners; maintains ledger account and an index of deposits, withdrawals and bail forfeited; receives, indexes and maintains records of exhibits submitted in criminal cases.
6. Issues and files a variety of legal papers and reviews them for jurisdiction, conformance with governing court orders, codes and regulations and presence of required related documents.
7. Sets hearing dates for probate petitions; maintains records of receipts and numbers documents with permanent case numbers; certifies and prepares exemplification of records.
8. In the Sheriff's Department, receives and examines a variety of writs, process and orders of court for service and execution, examining for correctness and sufficiency of documents and fees; calculates proper fees and advises litigants and counsel regarding Sheriff's procedures; issues releases for real property under Sheriff's levy of attachment and execution; reviews current legislation pertaining to civil code and code of civil procedure for operative dates; balances fee receipts for transmittal to city treasurer.
9. In the City Attorney's Office, maintains calendars of cases; sets up depositions securing certified shorthand reporters and interpreters; notifies deputy city attorneys regarding times for court appearances, depositions, answers and demurrers; files all pleadings, briefs and motions by the city within appropriate jurisdictions (City, State and Federal courts) in accordance with the rules of each jurisdiction.
10. May assist in the training of new employees.

CLASS TITLE: COURT CLERK

CODE: 8113

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by four years of responsible clerical experience, including one year of experience in legal or court work or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: Court procedures and practices; various codes and rules of court; departmental rules, regulations and procedures; modern office practices and techniques.

Requires ability to: Record court proceedings accurately in legible handwriting or by typing when appropriate to the court to which assigned; exercise good judgment in evaluating situations and carrying out directives of the court; maintain confidential court records and prepare prescribed reports; type court documents; establish effective working relationships with members of the legal profession and the public.

AMENDED: April 29, 1982

CLASS TITLE: SENIOR COURT CLERK

CODE: 8114

CHARACTERISTICS OF THE CLASS:

Under direction, supervises responsible clerical activities in a major division of the county clerk's office; or performs specialized and technical duties as clerk of the pre-trial court, clerk of the probate court or clerk of the presiding judge; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing policies and procedures of the assigned unit; making responsible contacts with judges, attorneys, litigants and others involved in legal actions; supervising the processing, recording and filing of court papers and activities.

EXAMPLES OF DUTIES:

1. Organizes, assigns and supervises the clerical activities of a major division of the county clerk's office.

2. Instructs and assists subordinates in the proper methods and procedures of inspecting, indexing and filing documents submitted for processing; issues the more complex documents of the superior court.

3. Keeps current with any amendments to existing laws as regards procedures and advises subordinates of such changes.

4. Answers inquiries regarding the records and procedures of the office from attorneys, state and county officials and private citizens.

5. Screens incoming correspondence and personally answers those requiring a detailed knowledge of the laws pertaining to the division.

6. Checks and certifies and forwards to proper authorities commitments to various local and state institutions.

7. Maintains detailed records of the activities of the assigned division and prepares periodic and special reports as required.

8. Serves as clerk of the presiding judge and maintains calendars on all special court actions; assists in the impanelment of the grand jury and receives indictments returned by them; checks and processes orders presented to the presiding judge; inspects attachments, suits and extradition papers for compliance with prescribed procedures; maintains index of all new civil actions.

9. Serves as clerk of the pre-trial court; receives files on contested cases and prepares pre-trial calendar; sets each case for hearing; makes minute entries of all motions and dismissals relating to pre-trial and trial calendar and related documents; makes necessary minute entries during all pre-trial hearings; prepares and forwards monthly statistical reports showing the disposition of cases by the superior court judges; represents the court at state judicial committee meetings concerned with the compilation and reporting of judicial statistics.

10. Serves as clerk of the probate court; prepares probate court calendars obtaining original wills and designating certain proceedings

CLASS TITLE: SENIOR COURT CLERK
(continued)

CODE: 8114

that require calling at a special time; calls court calendar, swears in witnesses, takes charge of exhibits and enters all orders of the court in the minutes; receives requests relative to continuances and exercises discretionary power to approve or disapprove requests; maintains daily and monthly records of the court's activities.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by seven years of increasingly responsible and varied court clerk experience, including two years of responsible supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: a wide variety of legal documents involved in civil, probate, criminal and juvenile court documents and the proper procedures for processing them; assign and supervise employees engaged in responsible and technical clerical duties; independently prepare detailed, complex and confidential reports relating to court and other activities.

PROMOTIVE LINES:

To: Assistant County Clerk

From: Court Clerk

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT SUPERVISING COURT CLERK

CODE: 8115

CHARACTERISTICS OF THE CLASS:

Under direction, supervises and coordinates the work of a group of subordinates engaged in the processing of legal documents and materials for the Superior Court and County Clerk's office; receives, reviews, prepares for legal filing, routes and issues a variety of legal documents; maintains the records of the County Clerk; may assist in coordinating courtroom and staffing procedures for clerical staff assigned to courts; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in class 8115 Assistant Supervising Court Clerk are distinguished from those in the next higher class B164 Senior Law Clerk in that the latter class has supervisory and administrative responsibility for a major division of the court system. Class 8115 Assistant Supervising Court Clerk functions as a working supervisor with responsibility for assisting a Senior Law Clerk in explaining and carrying out the legal methods and procedures of an assigned court division. This class has line supervisory responsibility over employees in the next lower classes of B160 Law Clerk who process legal filings for the court system and B152 Courtroom Clerk who provide direct courtroom service to the judiciary.

EXAMPLES OF DUTIES:

1. Assigns and supervises the work of subordinate clerical staff engaged in processing legal documents and materials.
2. May assist in coordinating courtroom and staffing procedures for clerical staff who provide direct service to the judiciary.
3. Issues a variety of documents required in legal proceedings; reviews documents issued by subordinates to insure conformance with governing codes, court orders and regulations; and checks for the inclusion of all related materials.
4. Reviews and supervises filing of legal documents submitted for processing; checks documents for proper jurisdiction, completion, format and inclusion of required materials.
5. Supervises calculation of required legal fees and preparation of receipts for collection by cashier.
6. Sets hearing dates in probate matters and supervises posting of a variety of court notices required in court proceedings.
7. Interprets and explains laws, codes and court procedures to subordinate clerical personnel.
8. Develops control techniques for the proper handling of filed documents; supervises the maintenance and transfer of records to and from the archives and the reproduction of records by various microfilm techniques.
9. May assume direction of the division in the absence of the division supervisor.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by four years of responsible clerical experience, including two years of experience in legal process or court work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a working knowledge of: Principles of effective supervision; court procedures and practices; functions, organization and procedures of the County Clerk's Office and the laws governing its operation; and modern office practices and techniques.

Requires ability to: Train, direct and supervise the work of others; interpret and explain laws, codes and court procedures; prepare clear and concise correspondence and reports; and establish effective working relationships with members of the legal profession and the public.

PROMOTIVE LINES:

TO: B164 Senior Law Clerk

FROM: B152 Courtroom Clerk
B160 Law Clerk

ADOPTED: 8-7-78

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs difficult and specialized office clerical work in connection with the preparation of the Calendar of Matters for the weekly meeting of the Board of Supervisors, and maintains a variety of operating, financial, purchasing, accounting and similar records and reports; and performs related duties as required.

Requires responsibility for: preparing weekly agendas for meetings of the Board of Supervisors, carrying out and enforcing existing departmental methods and procedures in connection with office operations; making regular contacts with other departmental personnel, the general public and outside organizations relative to office operations; preparing, checking and reviewing detailed and important legal documents, including determining legal requirements for publication and dissemination.

EXAMPLES OF DUTIES:

1. Prepares Calendar of Matters for weekly meetings of the Board of Supervisors, including checking all items for accuracy and adherence to proper procedural steps.
2. Checks all completed and enacted legislation to determine distribution and supervises reproduction and dissemination of same.
3. Determines necessity under applicable law of all official advertising, prepares affidavits of publication, maintains ledger of official advertising, and prepares copies of legislation to be certified by Clerk of the Board.
4. Prepares yearly index of Journal of Proceedings.
5. Independently composes correspondence relative to standard or routine office operations.
6. Compiles and condenses correspondence and data from various sources which requires an understanding of problems and terminology involved and relevant rules and regulations governing such activities.
7. Types and checks for accuracy and conformance, ordinances, resolutions and Charter amendments, frequently requiring the use of independent judgment.
8. May compose and type routine correspondence requiring knowledge of departmental operations and regulations; receives and interviews the general public in connection with providing information of departmental activities.
9. Operates various office machines such as duplicating, microfilm machines and Flexowriter.
10. Checks and reviews a variety of legal documents for sufficiency and conformance to established standards and requirements.
11. Codes and indexes a wide variety of data considered by the legislative body requiring the exercise of considerable judgment as to the choice of codes or indexes.

MINIMUM QUALIFICATIONS:

CODE: 8116

Training and Experience: Requires completion of high school, supplemented by at least five years of progressively responsible and diversified clerical and typing experience, preferably with some experience in legislative or legal fields, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: legislative process, legal terminology, office methods and procedures; business English, spelling and arithmetic; the operations of common office machines and equipment.

Requires considerable ability to: use good judgment in making routine decisions in accordance with existing laws, ordinances, regulations and departmental policies and procedures; work independently to meet weekly deadlines; establish and maintain satisfactory working relationships with departmental personnel and the public.

Requires sufficient skill in typing to complete 50 net words per minute.

NEW CLASS

Adopted: 4-4-77

C. M. S. 1
T. M. S.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: LEGISLATION CLERK

CODE: 8118

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs specialized clerical work involving the processing of proposed legislation for action by the board of supervisors; and performs related duties as required.

Requires responsibility for: carrying out and explaining existing methods and procedures relative to the initiation of proposed legislations; making regular contacts with city departments and outside individuals to obtain and furnish information on specialized legislative matters; collecting and reviewing technical legislative documents for completeness and accuracy.

EXAMPLES OF DUTIES:

1. Receives and screens proposed legislation submitted to the board office for completeness, form, content and attachments; registers and assigns file numbers to such documents; types and sets up appropriate files; routes proposed legislation to appropriate committee.
2. Types summaries of proposed legislations for appropriate calendars.
3. Contacts departments and other sources when required attachments are missing from proposals and assures such attachments are submitted.
4. Posts from mayor's letters and meeting calendars all actions taken at regular board meetings; posts to history cards all actions taken on pending legislation by the various committees.
5. Communicates with various departments and others regarding amendments or changes in legislation which they have sponsored.
5. Provides information to departments and the general public regarding the status of legislation; performs typing and stenographic duties as required by members of the board.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least three years of progressively responsible clerical and stenographic experience, preferably in the legal or a closely related field; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: the documents and processes of the board of supervisors and its committees; the laws and regulations relating to board processes; clerical techniques and methods.

Requires ability to: deal effectively and courteously with city officials and the general public; write clearly and effectively.

Requires sufficient skill in typing and shorthand to complete 50 net words per minute and 100 words per minute, respectively.

PROMOTIVE LINES:

To: Senior Legislation Clerk

From: Clerk-Stenographer

Approved [Signature] 1/12/61

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR LEGISLATION CLERK

CODE: 8120

CHARACTERISTICS OF THE CLASS:

Under direction, is responsible for supervising and personally participating in specialized clerical work relative to processing legislative matters of the Board of Supervisors; and performs related duties as required.

Requires responsibility for: carrying out and enforcing existing rules, regulations and statutes governing the processing of legislation through the Board; making regular contacts with other departmental personnel, outside organizations and the general public in connection with the processing of legislative matters; preparing, reviewing, and publishing important legislative documents and records.

EXAMPLES OF DUTIES:

1. Develops format of the calendar of matters for meetings of the Board and supervises its final preparation.
2. Attends meetings of the Board and prepares condensed reports of proceedings; enters notes on legislative matters.
3. Prepares the journal of proceedings of the Board; forwards journal to appropriate officials as required by law.
4. Reviews incoming legislative matters and determines disposition of same.
5. Supervises the indexing and filing of all legislation and the recording of all related Board actions.
6. Supervises the publication of legislation and its distribution to appropriate officials, departments and agencies.
7. Provides information to city officials, outside agencies and the general public in legislative matters pending before the Board.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least six years of progressively responsible clerical and office experience, preferably in the legal or a closely related field and including two years of supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the documents and processes of the Board of Supervisors and its committees; all laws and regulations relating to Board processes; clerical and office techniques and processes.

Requires considerable ability to: plan and supervise clerical activities related to the processing of legislation; deal effectively and courteously with city officials, representatives of outside organizations and the general public; write clearly and effectively.

Requires sufficient skill in typing and shorthand to complete 55 words per minute and 110 words per minutes respectively.

CLASS TITLE: SENIOR LEGISLATION CLERK (Continued)

CODE: 8120

PROMOTIVE LINES:

To: Chief Assistant Clerk, Board of Supervisors

From: Legislation Clerk
Assistant Clerk, Board of Supervisors

AMENDED: 10/22/64

OCT - 4 2000

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**SAN FRANCISCO
PUBLIC LIBRARY**JOB CODE TITLE: FARE INSPECTIONS SUPERVISOR/
INVESTIGATOR, MUNICIPAL RAILWAY****JOB CODE: 8121
Business Unit: COMMN
SFMTA****DEFINITION:**

Under general supervision, participates in a wide variety of investigative and security activities in connection with alleged or suspected violations of Municipal Railway (MUNI) rules, regulations and other ordinances; and/or supervises transit fare enforcement, inspections, citations and related activities under the MUNI Proof of Payment (POP) program.

DISTINGUISHING FEATURES:

Positions in this job code are responsible for performing investigative work both independently and as a member of an investigative or security unit for MUNI, and/or supervising the enforcement of MUNI rules and fare policies. Positions in this job code are under the supervision of the Director of MUNI Security and/or the Proof of Payment Program Manager.

SUPERVISION EXERCISED:

Positions in this job code may supervise Transit Fare Inspectors and other security personnel.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES: According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Investigates a variety of illegal activities and violations of fare policy rules and regulations, civil and administrative codes, and other provisions under the jurisdiction of MUNI.
2. Studies security needs through field audits, meetings, surveys and other fact-gathering techniques.
3. Implements security priorities, procedures and policies for the protection of MUNI assets and of the users of MUNI services.
4. Analyzes fare inspection data and/or other security data, using spreadsheet and other computer programs to input/retrieve data.
5. Supervises, plans, oversees, and conducts training related to activities of Transit Fare Inspectors and other security personnel.
6. Interacts/communicates orally and in writing with individuals and agency representatives, and with the general public; includes resolving fare disputes with patrons.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: current accepted investigative techniques and methods, and sources of information necessary to conduct a wide variety of investigative activities.

Ability to: investigate situations and to conduct investigative assignments independently; plan and organize; supervise the work of subordinates and to act calmly, effectively, and quickly in emergency situations; to drive a vehicle.

Skills to: identify a problem or issue by looking at seemingly unrelated incidents and bring to conclusion specific situations in compliance with stated guidelines or agency directives in a timely, just and unbiased manner; make decisions effectively (problem solving/decision-making); interact courteously and effectively with a variety of people for the purpose of

gathering and/or assimilating information in the course of an investigation; speak clearly, concisely and in an easily understandable manner; learn to communicate by two-way radio and other communications and electronic equipment; listen with comprehension; read with comprehension; generate written documents relating to a specific assignment.

EXPERIENCE AND TRAINING GUIDELINES:

1. Five years of experience in a security-related field, two years of which must be in the investigation of illegal activities and/or violations of civil and administrative codes; and
2. Two years of full time experience in a supervisory position (this experience may have been obtained during the five years stated in #1, or during the course of other employment).

Desirable Qualifications: high school diploma/GED/state equivalency certificate

Licenses or Certificates: possession of a valid driver's license.

Special Requirements: The work of job code 8121 may involve lifting, bending, and climbing stairs. Incumbents in this job code are required to: work varying hours and/or shifts, including weekends, evenings and holidays; work in a wide variety of conditions, including inclement weather and exposure to the elements; operate a variety of communications and electronic equipment; stand/walk for long periods of time, including on moving vehicles, uneven terrain, and unstable surfaces; run short distances; wear attire as specified by MUNI, while on duty.

Adopted: 2/9/87

Re-titled & Amended: May 7, 1998

Re-titled & Amended: March 1, 1999

Re-titled & Amended: September 22, 2000

JAN 28 2000

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**SAN FRANCISCO
PUBLIC LIBRARY**JOB CODE TITLE: INVESTIGATOR, OFFICE OF CITIZEN
COMPLAINTS****JOB CODE: 8124
Business Unit: COMMN**

DEFINITION: Under supervision in the Office of Citizen Complaints, performs professional-level investigative work in connection with complaints brought against sworn members of the Police Department by the public.

DISTINGUISHING FEATURES: Incumbents in this class are responsible for performing professional-level investigative work for the Office of Citizen Complaints (OCC) within the Police Department. This class is distinguished from class 8126 Senior Investigator, Office of Citizen Complaints, in that incumbents in class 8126 oversee and/or directly perform the more difficult and sensitive investigations and supervise class 8124 Investigators.

SUPERVISION EXERCISED: none

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES: According to Civil Service Commission Rule 9, the duties specified below are representative of the duties assigned to this class and are not intended to be an inclusive list.

1. Receives complaints in person, by telephone, in writing and by other means; answers questions and provides information on the functions and procedures of the Office of Citizen Complaints to complainants, police officers, witnesses, members of the public and others.
2. Identifies allegations and investigates complaints under the jurisdiction of the Office of Citizen Complaints using tact and discretion; interviews complainants, police officers, witnesses, experts and others and gathers physical and documentary evidence in order to provide a body of information for analysis and resolution of complaints.
3. Maintains records, files, data and supporting documentation for each case handled; preserves evidence in a secure manner for evaluation and analysis, adhering to established customs and procedures regarding control and custody of records, including evidence.
4. Analyzes information and evidence resulting from investigative activities and makes recommendations based on findings for resolution of complaints.
5. Writes detailed reports on each complaint investigated, including factual backup documentation, analysis of findings and proposed recommendations.
6. Summarizes and explains progress and results of investigations with complainants, police officers and their representatives.
7. Regularly prepares lists and records accounting for status of assigned investigative caseload.
8. May testify before the Police Commission and other legal bodies on the subject of particular investigations and findings.
9. Establishes and maintains effective working relationships with community groups, representatives of the Police Department and other agencies involved in the legal system.
10. Addresses and works with community groups, including participating in outreach and educational functions of the OCC; may monitor police activities in crowd control situations.
11. Performs related duties as required.

**JOB CODE TITLE: INVESTIGATOR, OFFICE OF CITIZEN
COMPLAINTS**

**JOB CODE: 8124
Business Unit: COMMUN**

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: investigative practices and procedures; procedures for gathering, documenting, preserving and presenting data and evidence; interview methods and techniques, including those needed to interview difficult, emotionally distressed or hostile individuals, in order to conduct investigations.

Ability and skill to: conduct investigations with tact and discretion; identify, gather, review and analyze information from a variety of sources; develop sound conclusions and logical recommendations; identify and apply correct standards and rules to the facts found in investigations; prioritize tasks and projects in order to manage caseload and meet goals; interact courteously, fairly and effectively with individuals and groups from a variety of cultural and socioeconomic backgrounds; promote, establish and maintain cooperative working relationships with a variety of individuals and groups; speak clearly, concisely and effectively; listen and elicit information; write reports and correspondence in a clear, concise, well-organized and effective manner; maintain accurate and factual records and files of investigative data and evidence; learn the use of a personal computer to produce written materials and access information; remain fair, objective and open-minded while investigating complaints; remain impartial and calm in frustrating and/or confrontational situations; maintain perspective and take initiative in implementing a variety of methods in order to gather information.

EXPERIENCE AND TRAINING GUIDELINES:

1. A baccalaureate degree from an accredited college or university (additional experience as described in section 2a or 2b may be substituted for the required education on a year-for-year basis, with one year of experience equal to 30 semester units or 45 quarter units);

AND EITHER

- 2a. One (1) year of experience investigating allegations of official or employee misconduct;

OR

- 2b. Two (2) years of experience performing investigative work in a professional field such as law, media/journalism, public health/welfare, human/civil rights, business (e.g. finance, insurance), education, social sciences, public policy/government or a related field. Possession of a law degree may be substituted for one year of professional investigative experience as described in 2b.

Effective Date: January 7, 1983

Amended date: 1/14/00

Reason for amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR INVESTIGATOR, OFFICE OF CITIZEN COMPLAINTS

CODE: 8126

CHARACTERISTICS OF THE CLASS:

Under general supervision, participates in the most difficult and sensitive investigations of complaint cases within the jurisdiction of the Office of Citizen Complaints; supervises investigators directly as well as through the review of written reports; assists in training first level investigators; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class function as lead workers over subordinate investigators. Employees appointed to positions in this class are expected to be able to handle the most difficult and sensitive cases within the jurisdiction of the Office of Citizen Complaints within the Police Department. A Senior Investigator may be called upon to act for the Director in his or her absence or perform other special assignments as required by the Director.

EXAMPLES OF DUTIES:

1. Supervises and participates in a variety of investigative activities relating to charges and complaints within the jurisdiction of the Office of Citizen Complaints; reviews, evaluates and assigns for investigation all citizen complaints made against members of the Police Department; assists the Director in carrying out notification procedures to individual complainants, aggrieved persons, Chief of Police and individual members of the Police Department on disposition of complaints.

2. Assists the Director in enforcing and coordinating policies and procedures relating to the Office of Citizen Complaints; aids the Director in developing new methods and procedures relative to the work of the Office.

3. Interviews complainants, witnesses, individual members of the Police Department and others in connection with the more important and sensitive cases; assures the safe custody of evidence, file materials, data, records and reports in connection with the investigative activities of the Office.

4. Assists the Director in preparing reports and memoranda for oral and written presentations to the Police Commission; as assigned, may make oral presentations to the Police Commission on matters relating to the Office of Citizen Complaints.

5. Assists the Director in evaluating office personnel; makes recommendations with respect to recruiting, hiring, promotion and discharge of investigative staff; may direct and coordinate training activities of subordinate investigators.

6. As assigned, represents the Director and Police Commission at a variety of community meetings and conferences relating to the activities of the Office of Citizen Complaints; maintains working relationships with representatives of the Police Department and other legal system agencies.

7. As assigned, reviews legislation, court cases, legal opinions relevant to the work of the Office; may be required to prepare reports in regard to litigation and present testimony during court proceedings.

DESIRABLE QUALIFICATIONS:

Training and Experience: Requires a combination of training and experience which would demonstrate the application of the knowledge and abilities listed on this specification.

CLASS TITLE: SENIOR INVESTIGATOR, OFFICE OF CITIZEN COMPLAINTS

CODE: 8126

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern investigative methods, practices and techniques; methods and procedures for gathering, presenting and preserving evidence; principles and practices of supervision and training.

Requires considerable ability to: supervise and coordinate the activities of subordinate investigative staff and supporting personnel; review, edit and correct reports, letters and memoranda; assist in the development of procedures and methods to enhance the administration of the Office; interview complainants, aggrieved individuals and witnesses with tact and discretion; deal with diverse community groups, organizations and individuals.

License: Requires possession of a valid state motor vehicle operator's license.

NEW CLASS

ADOPTED: Jan. 7, 1983

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHIEF INVESTIGATOR, OFFICE OF CITIZEN COMPLAINTS CODE: 8127

CHARACTERISTICS OF THE CLASS:

Under administrative direction, is responsible for the supervision of daily activities and operations of the Office of Citizen Complaints; assigns, reviews and evaluates the work of investigators through subordinate section supervisors; may investigate the most difficult and sensitive cases; directs the preparation of a variety of administrative and investigative reports and documents; represents and may act for the Director in case of absence; and performs related duties as required.

DISTINGUISHING FEATURES:

This single-position class supervises the daily operations of the Office of Citizen Complaints. The incumbent directs, interprets and enforces office policies and procedures; develops and trains subordinate investigators; and assists the Director in administration of the department. It is distinguished from the Director, Office of Citizen Complaints in that the latter serves as a department head, having responsibility for carrying out the policies of the Police Commission with respect to the Office of Citizen Complaints, and establishes and administers departmental policies and procedures. It is distinguished from the Senior Investigator in that the latter serves as a lead worker over subordinate investigators and routinely participates in a variety of investigative activities.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Oversees and directs daily Office activities; through section leaders, sets investigative standards for subordinate staff; monitors and evaluates completed work pursuant to assigned tasks. Assists in the development and execution of Office policies and procedures and informs the Director of the status of investigations and administrative operations.

2. Acts for the Director in case of absence, in all routine matters and in special matters as assigned; may represent the Office in meetings with complainants, Police personnel, representatives of City departments, community organizations, the media and others.

3. Supervises all investigative work; reviews and evaluates the results of investigations, checking for completeness and the application of appropriate methods in arriving at conclusions, findings, and recommendations. May recommend to the Director the acceptance, revision, or rejection of investigative findings in whole or part.

4. As required by caseload volume or special circumstances, undertakes investigations; develops detailed investigative reports; and prepares all necessary supporting data and documentation.

5. Trains subordinate investigators in the application of both general and specialized methods and techniques used in the investigation of citizen complaints.

CLASS TITLE: CHIEF INVESTIGATOR, OFFICE OF CITIZEN COMPLAINTS CODE: 8127

EXAMPLES OF DUTIES: (Cont.)

6. Administers routine Office personnel matters, including hiring, training, disciplinary actions; develops and implements policies and procedures for staff development; promotes effective working relationships among section leaders, subordinate staff, and between the Office staff and complainants, witnesses, Police personnel and others.

7. Prepares or directs the preparation of a variety of statistical, investigative and administrative reports, memoranda and other data; makes oral and written presentations concerning the activities of the Office and citizen complaint investigation.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Comprehensive knowledge of: investigative methods and procedures; methods and procedures for gathering, presenting and preserving evidence; principles and practices of management, employee development, supervision and training.

Ability to: supervise, coordinate, review and evaluate the work of subordinates; prepare clear, accurate and detailed investigative and related records and reports; develop, interpret and implement administrative policies and procedures; make effective oral and written presentations on the activities of the Office and citizen complaint investigation; work courteously, tactfully and effectively in a fair and impartial manner with a broad spectrum of citizens, police officers, subordinates, other department personnel, and representatives of outside agencies and organizations.

ADOPTED: 9-2-86

0104b

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR, OFFICE OF CITIZEN COMPLAINTS

CODE: 8128

CHARACTERISTICS OF THE CLASS:

Under general direction, administers the activities of the Office of Citizen Complaints; reviews and directs the work of subordinate investigators engaged in conducting investigations of citizen complaints against individual members of the Police Department; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position class is distinguished by its responsibility for the highly sensitive Office of Citizen Complaints within the Police Department. The employee in this position is responsible for successfully carrying out policies and procedures of the Police Commission with respect to the Office of Citizen Complaints. The Director, per Charter authority, serves at the pleasure of the Police Commission.

EXAMPLES OF DUTIES:

1. Develops rules and procedures for carrying out day-to-day operations of the Office of Citizen Complaints.
2. Assigns, reviews and evaluates the work of subordinate investigators and support personnel of the Office of Citizen Complaints; may maintain control through subordinate personnel of the most important and sensitive cases within the jurisdiction of the Office.
3. Reviews for disposition a variety of written complaints against individual members of the Police Department; establishes procedures for advising complainants of legal ramifications of filing a complaint; provides for appropriate notification to complainants, aggrieved persons, Chief of Police, individual Police Department members, and other interested parties concerning the disposition of cases.
4. Supervises scheduling of complaint hearings and correspondence with interested parties as required; supervises the maintenance of records and files for each case.
5. Supervises and participates in the preparation of a variety of reports for the Office of Citizen Complaints, including summaries of complaints, disposition of complaints and quarterly statistical reports.
6. Makes recommendations to the Chief of Police on disciplinary procedures against individual members of the Police force when complaints filed are sustained. Advises the Police Commission on matters relevant to the Office of Citizen Complaints; makes reports and prepares memoranda as required.
7. Supervises and participates in the recruitment and selection of personnel for the Office of Citizen Complaints; institutes training programs for investigative personnel as necessary; prepares, submits and administers a budget as required.
8. Establishes and maintains liaison with other divisions of the Police Department; maintains working relationships with other criminal justice system agencies; keeps abreast of new relevant legislation and court decisions.
9. Represents the Police Commission at community meetings, conferences and seminars relating to activities of the Office of Citizen Complaints; performs other related assignments as directed by the Police Commission.

DESIRABLE QUALIFICATIONS:

Training and Experience: Requires a combination of training and experience as determined by the Police Commission which would demonstrate the application of the knowledges and abilities listed on this specification.

Knowledge, Abilities and Skills: Requires good knowledge of: general legal principles and statutory laws; social problems, community attitudes, organization and subcultures; principles of inter-group and interpersonal communication; investigative techniques; methods and procedures for preserving and presenting evidence; principles and practices of supervision and training.

Requires considerable ability to: supervise and coordinate the activities of a staff of Citizen Complaint Investigators; develop procedures and methods to enhance the administration of the Office of Citizen Complaints; exercise discretion and tact in dealing with individuals and groups; work effectively within the framework of governmental and judicial structures.

Appointee must possess a valid California driver's license.

NOTE: This position is exempt from examination under the provisions of Charter Section 3.530-2.

NEW CLASS

ADOPTED: Jan. 7, 1983

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLES:	VICTIM/WITNESS INVESTIGATOR I	CODE: 8129
	VICTIM/WITNESS INVESTIGATOR II	8131
	VICTIM/WITNESS INVESTIGATOR III	8133
	ASSISTANT CHIEF VICTIM/WITNESS INVESTIGATOR	8135
	CHIEF VICTIM/WITNESS INVESTIGATOR	8137

8129 Victim/Witness Investigator I

Under supervision, performs a wide variety of victim/witness investigative and support duties; interviews victims and witnesses about criminal case; collects and compiles information pertinent to cases; prepares reports on investigations; explains criminal justice system to victims and witnesses and develops supportive and cooperative relationship with individual; may provide support to victims and witnesses in court; assists other public and private agencies in criminal justice functions. This is the journey level in the series. Incumbents perform routine field and office investigative and legal research assignments. It is distinguished from Victim/Witness II in that the latter involves supervisory responsibility and receives assignments of greater difficulty that require some degree of independent judgment.

8131 Victim/Witness Investigator II

Under general supervision, supervises and performs a wide variety of investigative and legal support duties; interviews victims and witnesses; prepares reports on investigations of average difficulty or complexity; collects, compiles and assists in preparation of data in the area of criminal justice services; evaluates and prepares criminal cases; implements crime victims criminal justice policy; maintains informational sources; participates in meetings, presentations, and workshops; supervises and trains investigators, technicians, interns and volunteers engaged in routine work. This is the first level in the victim/witness investigative series which involves supervision. It is distinguished from Victim/Witness Investigator III in that the latter works with a considerable degree of independence, may handle complex and difficult cases, and makes recommendations for policy development.

CLASS TITLES:	VICTIM/WITNESS INVESTIGATOR I	CODE: 8129
	VICTIM/WITNESS INVESTIGATOR II	8131
	VICTIM/WITNESS INVESTIGATOR III	8133
	ASSISTANT CHIEF VICTIM/WITNESS INVESTIGATOR	8135
	CHIEF VICTIM/WITNESS INVESTIGATOR	8137

8133 Victim/Witness
Investigator III

Under direction, supervises and participates in complex investigative and legal support duties; interviews victims and witnesses; prepares reports on investigations; evaluates and prepares difficult or extensive criminal cases; coordinates program for witness participation in court; compiles, evaluates, and updates informational sources; assists in developing and implementing criminal justice policies relating to crime victims and witnesses; participates on task forces; provides presentations to a variety of criminal justice professionals at trainings and conferences; publishes procedural and policy manuals in the victim/witness field; keeps abreast of, and advocates for, legislative changes; supervises and trains staff, consultants, interns, law students, and volunteers. This is the first level responsible for policy development recommendations and works with a considerable degree of independence on complex special projects. This class is distinguished from Assistant Chief Victim/Witness Investigator in that the latter is responsible for supervision of several investigative units.

8135 Asst. Chief Victim/Witness
Investigator

Under general direction, supervises the activities of a number of victim/witness investigative units; performs responsible administrative and planning functions for the Victim/Witness Bureau; serves as team leader in major investigations; interprets, enforces, and coordinates policies and procedures for supervised investigative units; participates in the development of criminal justice policies for crime victims; prepares budget reports; represents the District Attorney at hearings, conferences, and seminars; establishes and maintains relationships with public and private agency officials and bodies; keeps abreast of, and advocates for, legislative changes; acts as Chief Victim/Witness Investigator in case of absence. This class is distinguished from Victim/Witness Investigator III by its responsibility for assisting the Chief Victim/Witness Investigator in a broad range of administrative duties and in long term program development.

CLASS TITLES:	VICTIM/WITNESS INVESTIGATOR I	CODE:	8129
	VICTIM/WITNESS INVESTIGATOR II		8131
	VICTIM/WITNESS INVESTIGATOR III		8133
	ASSISTANT CHIEF VICTIM/WITNESS INVESTIGATOR		8135
	CHIEF VICTIM/WITNESS INVESTIGATOR		8137

8137 Chief Victim/Witness
Investigator

Under general direction, plans, organizes, and supervises the activities of the Victim/Witness Assistance Bureau; monitors the activities of all programs providing victim and/or witness services under the aegis of the District Attorney's Office; responsible for the development of policies relating to victims served by the District Attorney's Office and the Victim/Witness Bureau. Direction is received from the Chief Assistant District Attorney.

These classifications are exempt from the Civil Service examination and appointment provisions of the Charter (section 3.406c).

ADOPTED: 1-7-91

#4196c

(AMENDED)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ADMINISTRATIVE ASSISTANT, DISTRICT ATTORNEY'S OFFICE

CODE: 8130

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, performs responsible administrative duties in supervising budgetary, purchasing and other administrative activities of the District Attorney's Office; supervises the maintenance and custody of important investigative and other records and reports; researches sources, develops proposals and prepares applications for federal and state funds; and performs related duties as required.

Requires responsibility for: Carrying out, interpreting and enforcing current policy, and regulations pertaining to administrative and managerial activities of the District Attorney's Office and assists in developing and installing new office methods and procedures; making regular responsible contacts with other departmental personnel, outside agencies and organizations and the general public in connection with various departmental operations; preparing, checking and reviewing important personnel, financial, investigative and other records and reports.

EXAMPLES OF DUTIES:

1. Plans, assigns and directs the activities of subordinate administrative, clerical and office personnel in the District Attorney's Office.
2. Assists in directing the activities of investigators and domestic relations personnel and advises them on policies and procedures; reviews investigator's correspondence and case reports and makes periodic checks of all aid to needy children cases; approves various actions to be taken on aid to needy children and family cases.
3. Approves the purchases of equipment and supplies and expenditures from special funds; supervises and assists in preparation of annual budget, annual report and various statistical reports.
4. Conducts research to determine the availability of federal and state programs and funds that match the needs of the District Attorney's Office; develops project proposals and prepares grant applications; maintains effective follow-up programs to assure maximum utilization of available resources.
5. Represents the District Attorney's Office in matters pertaining to procedural changes mandated by legislative action; coordinates staff efforts relative to such action.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree with major course work in business administration, accounting, law, or a closely related field.

Requires at least five years of responsible supervisory administrative and office management experience preferably of a legal nature; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: Municipal operations, including governmental accounting and budgetary procedures; modern office management, and administrative methods and procedures; investigative techniques, rules of evidence, legal forms and legal processes.

Requires considerable ability to: Supervise, train and evaluate the work of a group of subordinates engaged in general office activities; gather and analyze facts and interpret and apply laws to specific situations; speak and write effectively; deal courteously, tactfully and effectively with subordinates and others.

PROMOTIVE LINES:

To: No normal line of promotion

From: Original entrance examination

AMENDED: 7/16/73

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DISTRICT ATTORNEY'S
INVESTIGATIVE ASSISTANT

CODE: 8132

CHARACTERISTICS OF THE CLASS:

Under supervision, performs a wide variety of paraprofessional investigative and legal support activities in connection with alleged or suspected violations of criminal law; interviews witnesses; assists in fact finding in the preparation of legal documents and instruments; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class perform routine paraprofessional field and office investigative and legal research assignments not requiring the expertise of a professional investigator or attorney. This class is distinguished from that of District Attorney's Investigator in that the latter is the full journey level in the Investigator series with responsibility for a broad range of investigative activities requiring a considerable degree of independent judgement.

EXAMPLES OF DUTIES:

1. Investigates, collects and compiles case materials and documentary evidence in criminal prosecution under the jurisdiction of the District Attorney.
2. Interviews witnesses and assists the attorney at criminal prosecution.
3. Prepares reports on investigations; assists attorneys in the evaluation of cases for prosecution; prepares items of evidence.
4. As assigned, may serve subpoenas; executes search warrants and warrants of arrest; assists in arranging for the appearance of witnesses to present evidence; testifies in court.
5. As assigned, participates in investigative work involving various types of criminal fraud including consumer fraud and embezzlement.
6. As assigned, analyzes exhibits, witness statements and pleadings pertinent to criminal prosecution; may assemble exhibits and performs such other duties as are necessary during the course of criminal prosecution.
7. Communicates with attorneys, representatives of other governmental agencies and the general public.

CLASS TITLE: DISTRICT ATTORNEY'S
INVESTIGATIVE ASSISTANT

CODE: 8132

DESIRABLE QUALIFICATIONS:

Training and Experience: Possession of an AA degree or higher with two years experience within the criminal justice prosecution system, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: existing criminal law, legal procedures, modern investigative techniques and methods; presenting and preserving evidence.

Requires ability to: speak and write effectively; analyze criminal legal problems; accept written and oral instruction; deal effectively with attorneys, office personnel, court personnel, representatives of other governmental entities and the general public relating to criminal justice system activities.

Appointee must possess a valid California Driver's License.

Position exempt from examination under provisions of Charter Section 3.406.

Docu. #0170B

Adopted: 1-14-85

CLASS TITLE: CONFIDENTIAL CRIME REPORTER

CODE: 8134

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs confidential secretarial and investigative work in connection with the activities of the district attorney's office; and performs related duties as required.

Requires responsibility for: making occasional confidential contact with various responsible persons in connection with assignments from the district attorney; preparing and maintaining highly confidential records and reports of criminal investigations.

EXAMPLES OF DUTIES:

1. Takes verbatim statements and testimony from witnesses and suspected offenders at the scene of crimes and other places.
2. Takes verbatim shorthand notes of tape recorded statements and transcribes same.
3. Performs a wide variety of confidential investigations as may be assigned by the district attorney.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least five years of responsible stenographic and secretarial experience, preferably in the legal field; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern office procedures, techniques and equipment; the activities of the district attorney's office and of related laws and ordinances.

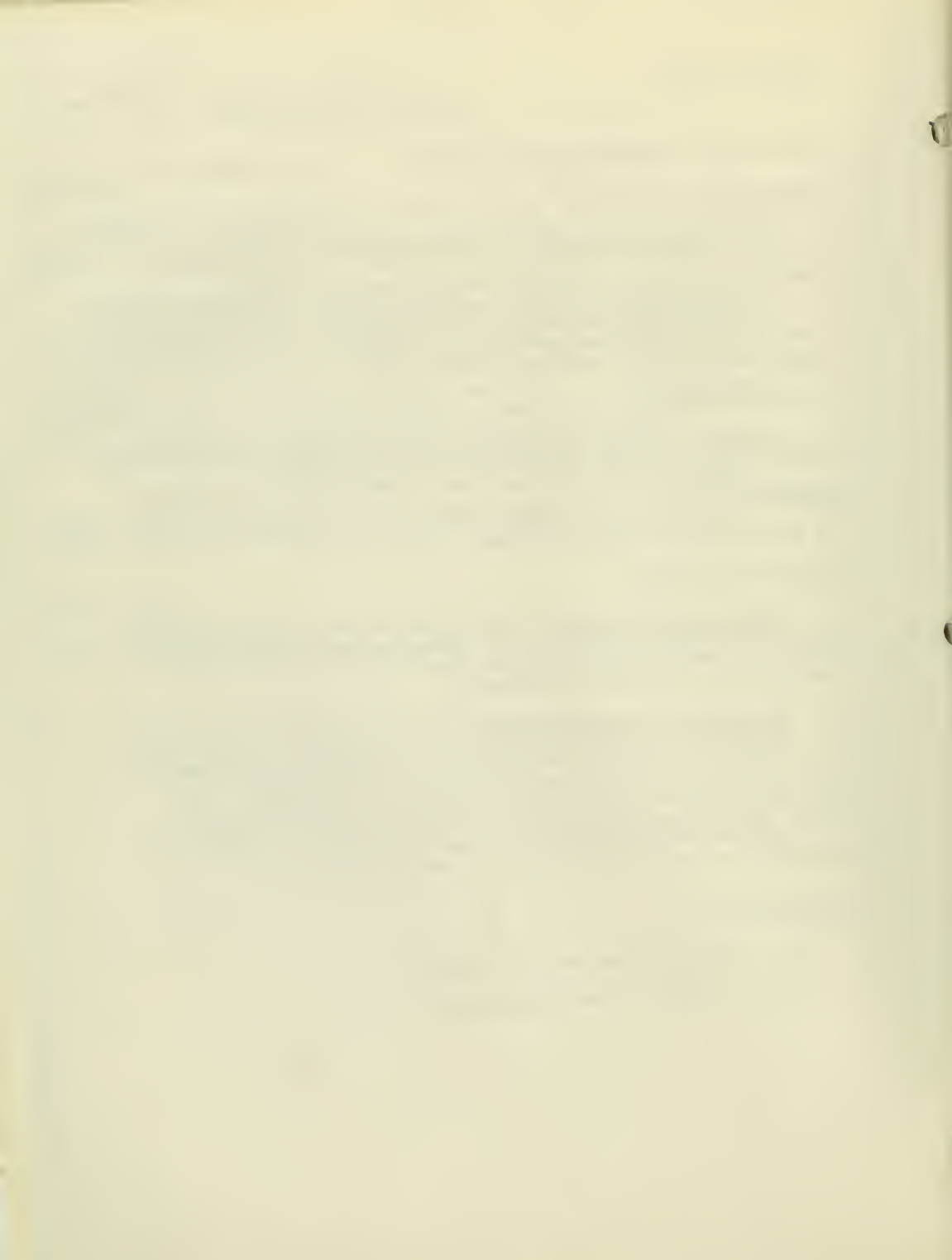
Requires ability to: exercise unusually good judgment in the handling and processing of highly confidential information; maintain highly confidential records and prepare reports from such records.

Requires sufficient skill in typing and shorthand to complete 50 net words per minute and 150 words per minute respectively.

PROMOTIVE LINES:

To: Senior Confidential Crime Reporter

From: Original entrance examination



CLASS TITLE: SENIOR CONFIDENTIAL CRIME REPORTER

CODE: 8136

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises and performs confidential secretarial and investigative work in connection with the activities of the district attorney's office; and performs related duties as required.

Requires responsibility for: making occasional confidential contact with various responsible persons in connection with assignments from the district attorney; preparing and maintaining highly confidential records and reports of criminal investigation.

EXAMPLES OF DUTIES:

1. Takes verbatim statements and testimony from witnesses and suspected offenders at the scene of crimes and other places.
2. Takes verbatim shorthand notes of tape-recorded statements and transcribes same.
3. Performs a wide variety of confidential investigations as may be assigned by the district attorney.
4. Plans, assigns and supervises the work of assigned legal stenographers and crime reporters.
5. Prepares indictments to be returned by the grand jury and reports concerning such indictments.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least seven years of responsible stenographic and secretarial experience, preferably in the legal field; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern office procedures, techniques and equipment; the activities of the district attorney's office and of related laws and ordinances.

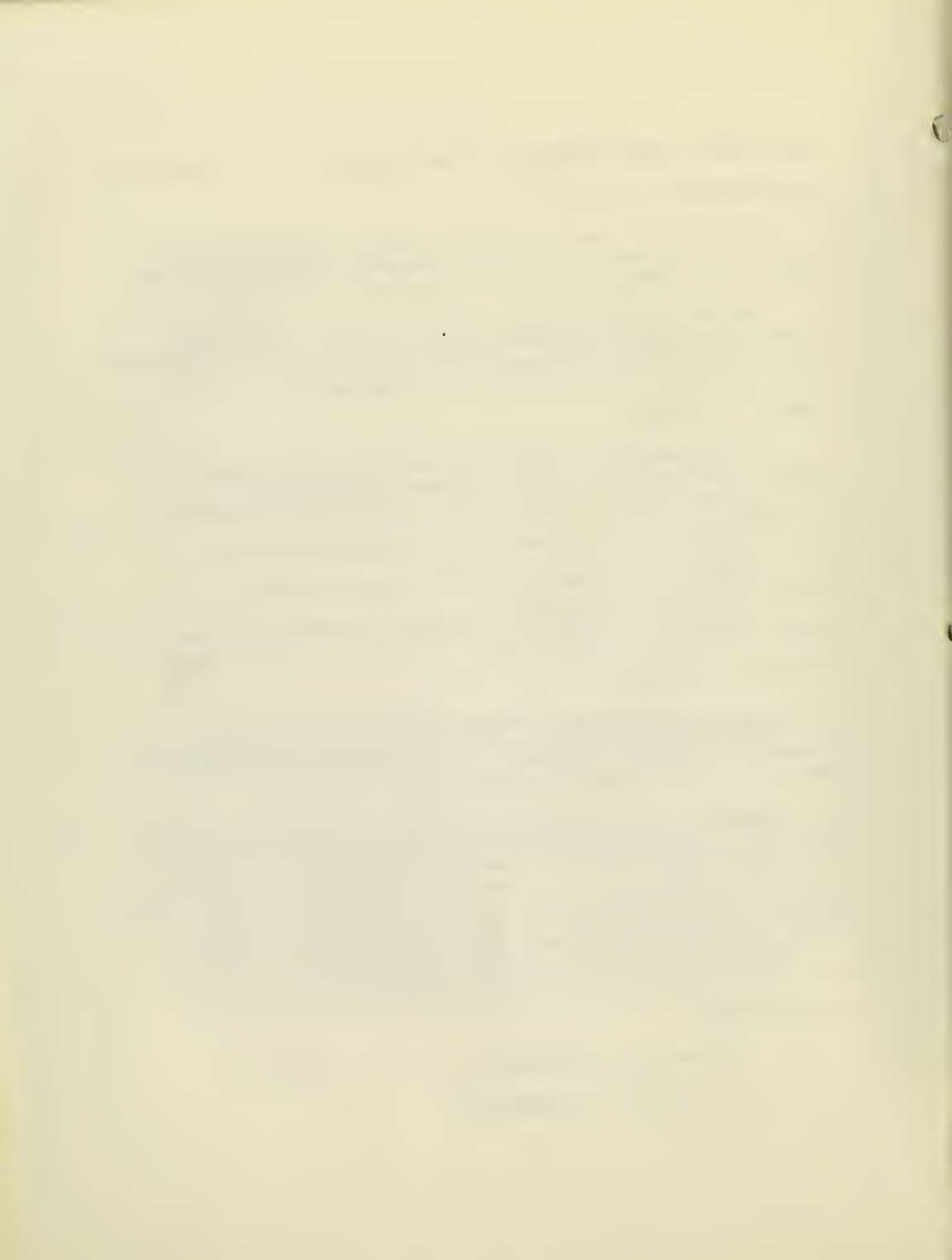
Requires ability to: plan, assign and supervise the work of subordinate stenographic personnel; exercise unusually good judgment in the handling and processing of highly confidential information; maintain highly confidential records and prepare reports from such records.

Requires sufficient skill in typing and shorthand to complete 50 net words per minute and 150 words per minute respectively.

PROMOTIVE LINES:

To: No normal line of promotion

From: Confidential Crime Reporter



CLASS TITLE: COURT REPORTER

CODE: 8138

CHARACTERISTICS OF THE CLASS:

Under general supervision, serves as official reporter at coroner's inquests in taking and transcribing, verbatim, testimony given at such inquests; and performs related duties as required.

Requires responsibility for: making occasional responsible contacts with responsible persons in connection with recording activities; preparing and maintaining detailed and complex records and reports.

EXAMPLES OF DUTIES:

1. Takes, verbatim, testimony at coroner's inquest using the stenotype machine method.
2. Takes, verbatim, statements of witnesses and other parties unable to appear at inquiry.
3. Dictates recorded statements into recording equipment for later transcription.
4. Receives and proof reads all transcribing materials, statements and testimony, and assures conformance with verbatim recording.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least five years of responsible stenographic and secretarial experience in machine transcription of verbatim testimony and statements; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern office procedures, techniques and equipment; the activities of the coroner's office and applicable laws, rules and regulations pertaining to coroner's inquests.

Requires ability to: exercise good judgment in the handling and processing of information and data relative to coroner's inquest.

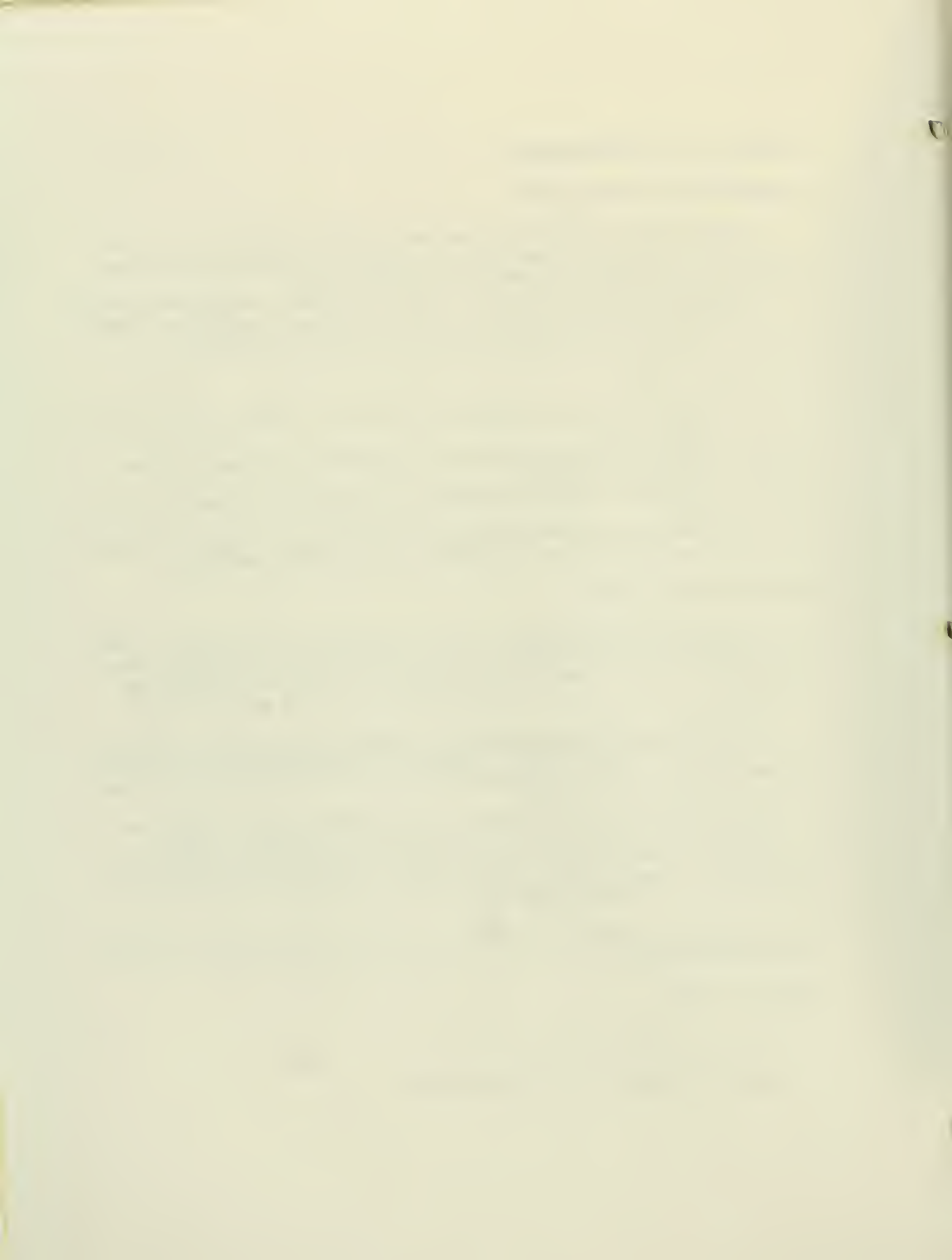
Requires sufficient skill in typing to complete 50 net words per minute and in taking verbatim transcription at not less than 150 words per minute on a stenotype machine.

License: Requires possession of a valid certificate as a certified shorthand reporter.

PROMOTIVE LINES:

To: No normal line of promotion

From: Original entrance examination



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: INDUSTRIAL INJURY INVESTIGATOR, MUNICIPAL RAILWAY

CODE: 8139

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs responsible investigative work regarding differential compensation paid to employees who are injured or suffered an assault while on duty and ascertains Municipal Railway's liabilities under the provisions of Salary Standardization Ordinance and Workmen's Compensation laws; investigates employees who are incapacitated from employment who may have been involved in an industrial injury; performs special investigation as requested by the management of Municipal Railway; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a one-position class in the Municipal Railway responsible for investigating claims of industrial injury or sick pay for the Director, Bureau of Personnel and Safety, for the purpose of recommending approval or disapproval of differential pay provided under Charter Provisions 8.404, Section 19, Injury on Duty, Section 20, Operators Injured by Assault, or Civil Service Rule 23, Sick Leave With Pay. The investigations performed by the incumbent are independent of any investigations performed by the Retirement System concerning Workmen's Compensation.

EXAMPLES OF DUTIES:

1. Check personnel files to verify records against a demand or claim for regular pay while employee is incapacitated for regular work due to industrial accident.
2. In the field, investigates indicated cases for authenticity of illness or injury sustained by employee; observes employee activities on and off the job for evidence of validity of claim.
3. Takes statements from witnesses for the purpose of verifying or refuting claims, witness' statements which usually include time and place of the incident, witness' name, address, birthdate, home phone number, place of employment, name of employer, daytime office phone number, and signature of witness.
4. Contacts and coordinates activities and investigations with section and department heads, doctor involved, employee's relatives, and other departmental staff employees, including S.F. Police Department, for arrest and accident records, Retirement System for industrial injury reports, doctors and hospitals to ascertain medical facts. May assist platform employees to complete the industrial injury report forms, solicit facts and otherwise assist to expedite procedures.
5. Analyzes circumstances and applies governing regulations particularly Civil Service Sick Leave Rules, Municipal Railway Rules and Regulations, Sections 19 and 20, Annual Salary Standardization provisions pertaining to conductors and motormen and the 14 conditions established.
6. Prepares a report of evaluation of employee's disability and recommends action to be taken in regard to differential pay, duty assignment, transfer, termination, etc.
7. May be required to testify before a board or commission, a hearing officer, or a civil court on matters involving investigations conducted.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires considerable knowledge of investigation techniques and procedures.

Requires ability to: Collect and analyze information relating to personal injury and illness, accident claims, police record, attorneys or domestic relation investigations and make sound recommendations for their settlement; meet and deal effectively

CLASS TITLE: INDUSTRIAL INJURY INVESTIGATOR, MUNICIPAL RAILWAY

CODE: 8139

MINIMUM QUALIFICATIONS: (contd)

with the general public and handle delicate public relations problems with considerable tact; prepare and present accurate and concise factual investigative reports and maintain related records; handle difficult investigative problems with good judgment and resourcefulness; requires skill in the application of modern investigative methods and techniques.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To : To be determined

From: Original entrance examination

Adopted: 5/5/75

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: RETIREMENT SYSTEM INVESTIGATOR

CODE: 8140

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs responsible investigative work in connection with claims for injuries or illnesses sustained by employees on duty and ascertains department's liability under Workmen's Compensation laws; conducts investigations of earnings of retired personnel; performs special investigations as required by Retirement System General Manager; and performs related duties as required.

Requires responsibility for: interpreting and carrying out existing methods and procedures relating to investigative operations of the Retirement System; making regular contacts with employees, supervisors, witnesses and others in connection with investigative activities; preparing and maintaining important records and reports in investigational activities.

EXAMPLES OF DUTIES:

1. Analyzes and investigates written and telephone reports of injuries sustained by employees on duty; ascertains department's liability under Workmen's Compensation laws, and authorizes emergency and continuing medical treatment and disbursements; interprets Workmen's Compensation laws to employees, supervisors, relatives and representatives of employees involved in accidents.

2. Interviews employees, supervisors, and other parties, and secures statements of witnesses and parties; makes field investigations of accidents, takes photographs; investigates, reviews, and analyzes records of law enforcement and government agencies, courts and hospitals to secure additional evidence; conducts investigations to determine activities, whereabouts or physical condition of claimants.

3. Dictates reports and correspondence on accidents and assists in progress of medical treatment; reviews files and reports to determine whether additional data or further processing is required; assists in making statistical analyses on types, severity, causes and costs of industrial accidents.

4. Examines bills submitted by panel physicians, ambulances, hospitals, and clinics for adherence to scheduled fees or payment discrepancies for specific cases.

5. Performs investigations at request of Retirement System General Manager or department executives to obtain additional information regarding eligibility for disability or Workmen's Compensation Benefits and related data; investigates the earnings from gainful occupation of certain retired employees; performs investigations at request of Deputy City Attorneys related to cases being handled by them for the Retirement System.

6. May be required to testify before the Retirement Board, the Industrial Accident Commission, or in civil court on matters involving investigations conducted.

7. Contacts other city departments and State and Federal Agencies to obtain essential information in connection with investigative activities.

8. Serves legal papers.

9. Assists the Compensation Claims Supervisor and in his absence assumes responsibility for processing emergency and urgent cases.

CLASS TITLE: RETIREMENT SYSTEM INVESTIGATOR
(Continued)

CODE: 81140

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from an accredited college or university, supplemented by at least four years of responsible investigative experience in the fields of Workmen's Compensation, accident-health, life insurance or public liability claims.

Knowledge, Abilities and Skills: Requires considerable knowledge of: investigative techniques and procedures and of location and availability of various sources of record information.

Requires ability to: conduct effective interviews with sources of information in order to collect and analyze information relating to personal injury, accident and property damage claims and make sound recommendations for their settlement; meet and deal effectively with the general public and handle delicate public relations problems with considerable tact; prepare and present accurate and concise factual investigative reports and maintain related records; handle difficult investigative problems with good judgment and resourcefulness. Requires skill in the application of modern investigative methods and techniques.

License: Requires possession of a private investigator's license issued by the State Department of Professional and Vocational Standards, Bureau of Private Investigators and Adjustors, or evidence of registration with that Bureau, and valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: No normal line of promotion

From: Original entrance examination

AMENDED: 11-19-64

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

JOB CODE TITLE: WORKERS' COMPENSATION ADJUSTER

**JOB CODE: 8141
Business Unit: COMM**

DEFINITION:

Under general supervision, performs responsible workers' compensation duties and related duties as required for the Workers' Compensation Division of the Department of Human Resources. Incumbents review and determine liability of workers' compensation claims for injured employees; authorize medical treatment in consultation with medical experts; establish and maintain adequate reserves; interpret workers' compensation laws; negotiate and settle claims within authority level; provide litigation support to the City Attorney's Office; and prepare reports, memoranda, file notes and other correspondence. Successful performance of duties requires extensive use of personal computers and telephones.

DISTINGUISHING FEATURES:

The Workers' Compensation Adjuster is a professional journey level class and is distinguished from the next higher level of 8165 Workers' Compensation Supervisor I in that the latter acts either as a first-line supervisor to a group of adjusters, or coordinates a state-mandated vocational rehabilitation program in the Workers' Compensation Division.

SUPERVISION EXERCISED:

The 8141 Workers' Compensation Adjuster provides work direction to claims assistants.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code (class) and are not intended to be an inclusive list.

1. Reviews and determines the liability of workers' compensation claims for injured workers by reviewing reports of accidents, analyzing and investigating written and telephone reports of injuries sustained by employees on duty, and authorizing investigations when necessary.
2. Authorizes and monitors medical treatment in consultation with medical experts when needed by requesting medical reports and records, arranging medical evaluations and writing to treating physicians for status reports; monitors physician compliance with California Labor Code; assists in the review of medical bills for fee schedule and contract adherence, as well as appropriateness and payment discrepancies.
3. Establishes and maintains adequate reserves within authorized level on claims to reflect potential value of the claim by examining medical reports and calculating various types of benefits.
4. Interprets workers' compensation laws to employees, departments, state and federal agencies, doctors, relatives and representatives of employees, as well as members of the public.
5. Negotiates and settles claims within authorized level on behalf of the City and County of San Francisco by means of Stipulated Award or Compromise and Release; supplies litigation support by providing files and settlement authority to the City Attorney; recognizes subrogation potential and refers to the City Attorney's Office in a timely manner.
6. Provides direction to claims assistants with regard to payment of benefits and issuing notices.
7. Prepares reports, memoranda, file notes and other correspondence necessary for clear and concise communication on individual claims.
8. Performs related duties and responsibilities as assigned.

DOCUMENTS DEPT

JAN 30 2001

SAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: WORKERS' COMPENSATION ADJUSTER

JOB CODE: 8141
Business Unit: COMMN

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: Workers' Compensation laws and medical terminology; investigative techniques and procedures; location and availability of various sources of record information.

Ability to: conduct effective interviews in order to collect and analyze information related to industrial injury; communicate effectively orally and in writing to explain complex ideas clearly and concisely to a variety of individuals and prepare clear, accurate and logical documents; analyze medical and investigative reports and apply knowledge of appropriate laws to make determinations of liability; calculate rates and formulas accurately; and operate personal computers using various software programs.

EXPERIENCE AND TRAINING GUIDELINES:

Experience:

One (1) year of experience in adjusting workers' compensation claims; **OR**

Two (2) years of experience as a workers' compensation claims assistant **AND** possession of one of the following certificates:

Certificate in Workers' Compensation from the Insurance Education Association **OR** Workers' Compensation Credential from the Industrial Claims Association.

Effective Date: 3-10-86

Amended Date: 1/12/01

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis for this job code.

*Amended
8/2/76*

CIVIL SERVICE COMMISSION OF SAN FRANCISCO

CLASS TITLE: PUBLIC DEFENDER'S INVESTIGATOR

CODE: 8142

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs responsible investigative work in connection with criminal complaints and offenses under the jurisdiction of the public defender's office; assists in the preparation and prosecution of criminal cases in municipal and superior court; and performs related duties as required.

Requires responsibility for: interpreting and carrying out existing methods and procedures relating to investigative activities of the public defender's office; making responsible contacts with law enforcement officials, outside agencies and organizations; other departmental officials and the general public in connection with investigative activities; gathering, preparing and maintaining important investigational records.

EXAMPLES OF DUTIES:

1. Investigates criminal cases coming under the jurisdiction of the public defender; interviews witnesses and takes written statements to obtain factual information while searching for evidence; discusses evidence and evaluations with attorneys and preserves evidence for trial.
2. Prepares diagrams of and photographs of the scene of the crime; checks and photographs coroner's records, hospital and other pertinent records; testifies in court on matters involving investigations conducted.
3. Investigates all mentally ill cases that come to trial; visits patients, members of families, witnesses and doctors connected with the case; serves subpoenas when required.
4. Prepares monthly and annual investigative reports and keeps complete records of all investigations.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least two years of responsible criminal investigative experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: existing criminal codes and court procedures; techniques and procedures of criminal investigation.

Requires considerable ability to: analyze and evaluate data collected in the course of investigations; handle complex investigative problems with tact, resourcefulness and good judgment; keep investigative records and make reports thereon.

Licenses: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: No normal line of promotion.

From: Original entrance examination.

Amended: 5/10/62

Amended: August 2, 1976

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR PUBLIC DEFENDER'S INVESTIGATOR

CODE: 8143

CHARACTERISTICS OF THE CLASS:

Under direction, performs highly confidential and responsible investigative work in connection with criminal complaints and offenses under the jurisdiction of the Public Defender's Office; supervises and reviews the work of subordinate investigators; and performs related duties as required.

Requires responsibility for: interpreting, enforcing, and coordinating policies and procedures relating to the investigative activities of the office; advises and assists subordinate investigators in difficult cases making confidential contacts with officials in law enforcement, outside agencies and the general public in connection with investigative activities; preparing and maintaining detailed confidential records and reports.

EXAMPLES OF DUTIES:

1. Directly supervises investigators performing investigative work on criminal cases under the jurisdiction of the Public Defender's Office; advises and assists investigators with difficult and complex investigative assignments.
2. Personally participates in sensitive and confidential investigations for the Public Defender's Office; reviews policies and procedures with the Public Defender and informs members of the investigative staff of any changes in policies and procedures.
3. Assists defense attorneys by participating in special investigations connected with criminal cases before the superior and municipal courts; consults with attorneys on the gathering and preservation of evidence.
4. Participates in investigations involving the mentally ill; may visit medical personnel, members of families and witnesses connected with a case; serves subpoenas when required.
5. When necessary, may prepare diagrams of and photographs of the scene of the crime; checks and photographs records of the Coroner or medical records of a hospital or other pertinent records; maintains records on all investigations.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least four years of responsible criminal investigative experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: existing criminal codes and laws, investigative techniques; methods and procedures of preserving and presenting evidence; methods of supervision.

Requires considerable ability to: Handle very important confidential investigation with tact, resourcefulness and good judgment; supervise other investigative personnel; supervise the preparation of records and reports; planning extremely important investigations.

PROMOTIVE LINES:

To: No normal line of promotion.
From: Public Defender's Investigator

ADOPTED: September 11, 1972

AMENDED: August 2, 1976

CLASS TITLE: PSYCHIATRIC INVESTIGATOR
DISTRICT ATTORNEY'S OFFICE

CODW: 8144

CHARACTERISTICS OF THE CLASS:

Under general direction, is responsible for the investigation of complaints or reports coming under the jurisdiction of the district attorney's office relating to the alleged mental illness, alcoholism or narcotic addiction of individuals; and performs related duties as required.

Requires responsibility for: interpreting, enforcing and explaining existing policies and procedures relating to the handling of psychiatric investigations; making difficult and involved personal contacts with mentally disturbed individuals, responsible medical personnel, families and others in connection with investigation activities; preparing detailed reports of investigations made.

EXAMPLES OF DUTIES:

1. Receives and investigates complaints and reports on individuals alleged to be mentally ill or suffering from alcoholism or narcotic addiction; contacts such individuals and arranges for psychiatric and medical examinations where possible.
2. Initiates actions necessary to assure that obstinate or unco-operative individuals are taken into custody for psychiatric and medical examinations.
3. Prepares, signs and files commitment papers in superior courts when such action is indicated as a result of investigations and psychiatric examinations; prepares and presents written and verbal reports of investigations made to medical examiners and judges of the superior court.
4. Interviews and advises persons requesting information on psychiatric facilities and legal procedures relating to the problems of mental illness, alcoholism and narcotic addiction; confers with and assists the police department and the hospital psychiatric staff in the apprehension, detention and legal disposition of mentally ill persons.
5. Assists in the preparation of materials, the location of witnesses, medical records, police reports and other pertinent data for jury trials arising from cases of mental illness or criminal insanity.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of graduate study, with a master of arts degree, with major course work in psychology.

Requires at least two years of responsible experience in psychiatric social work or a similar field involving work with mentally ill persons; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: the methods and techniques of interviewing and handling mentally disturbed persons; existing laws, ordinances and regulations governing the handling of the mentally ill.

CLASS TITLE: PSYCHIATRIC INVESTIGATOR
DISTRICT ATTORNEY'S OFFICE
(Continued)

CODE: 8144

Requires considerable ability to: exercise good judgment in the evaluation of information regarding mentally ill individuals; personally deal with a high degree of tact and persuasiveness with the mentally ill; deal tactfully and with understanding with families and relations of mentally disturbed persons; prepare accurate and informative reports on investigations made.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PRINCIPAL PUBLIC DEFENDER 'S INVESTIGATOR

CODE: 8145

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, organizes, and supervises the investigative activities of the Public Defender's Office; evaluates the performance of subordinate personnel; advises and assists the investigative staff in the most difficult cases; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a single position class with over-all responsibility for the activities of the investigative staff of the Public Defender's Office. The incumbent in this class reports to the Chief Deputy Public Defender. This Principal level Investigator is distinguished from class 8143 Senior Public Defender's Investigator by its responsibility in the areas of budget preparation, training and over-all supervision of the investigative activities of the office.

EXAMPLES OF DUTIES:

1. Directs the investigative activities of the Public Defender's Office; assigns and reviews the work of subordinate investigative personnel; may participate in investigative work involving the most difficult and complex cases; assists the Public Defender in establishing policies on investigative matters.
2. Prepares budgetary requests for the investigative unit of the Public Defender's office; maintains statistical records and prepares reports on investigative matters; maintains records on vehicle repairs.
3. Assists in the selection and training of the investigative staff; prepares and conducts in-service training programs for new personnel.
4. Establishes cooperative working relationships with public and private agencies in matters relating to various phases of investigative work and Public Defender functions; develops and maintains sources of information.
5. Evaluates the performance of subordinate investigative personnel and advises on methods and procedures when necessary.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by 6 years of progressively responsible criminal investigative experience, including 2 years of supervisory investigative experience, or equivalent combination of training and experience

Knowledge, Abilities and Skills: Requires extensive knowledge of: modern investigative techniques and procedures; rules of court procedure, rules of evidence and methods of identifying, preserving and presenting evidence; laws of arrest, search and seizure; legal process procedures and the legal rights of citizens.

Requires considerable ability to: plan, organize and supervise the work of subordinate personnel; speak and write effectively; train subordinates in the use of investigative aids; analyze situations accurately and adopt an effective course of action; maintain effective working relationships with individuals representing private and public agencies.

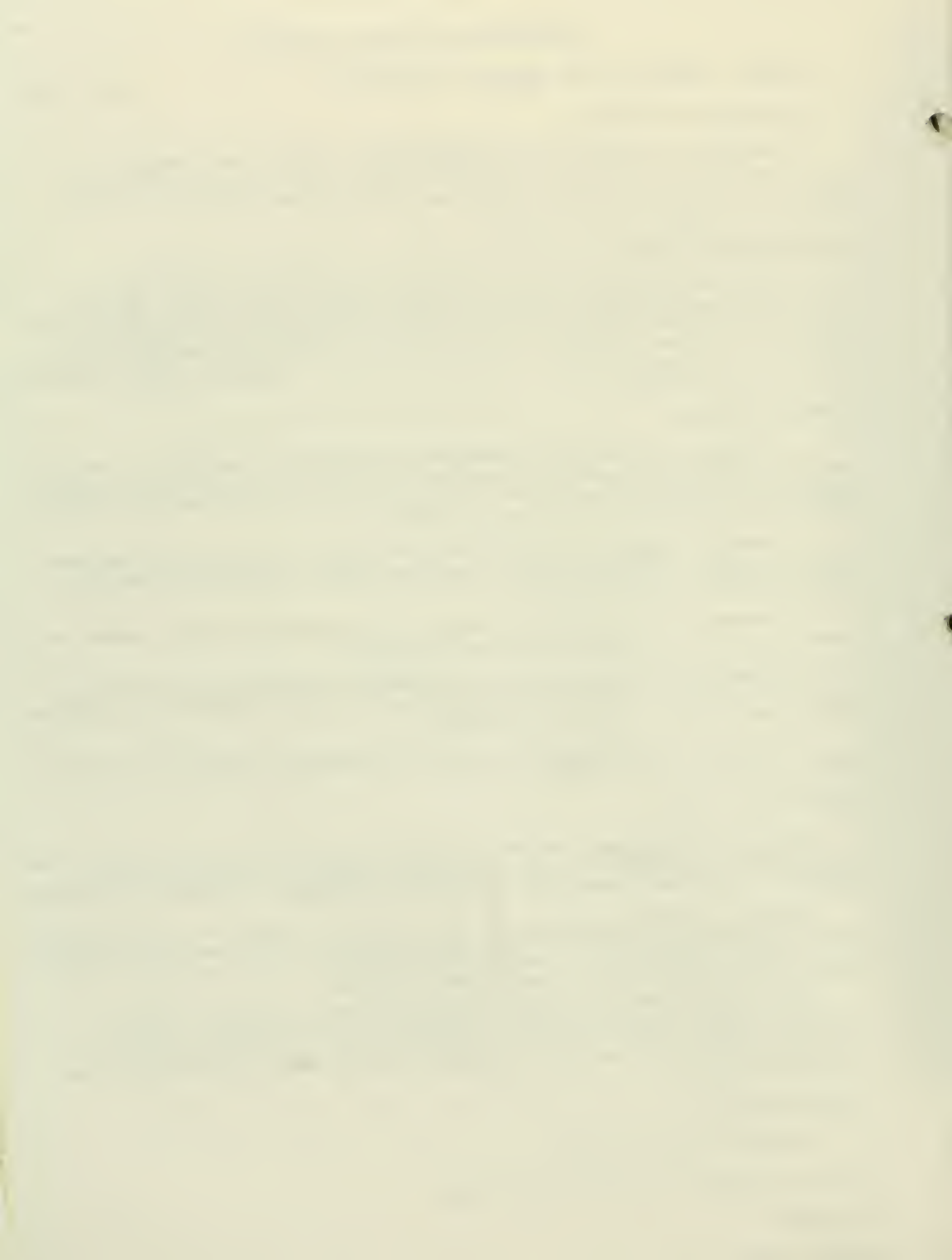
PROMOTIVE LINES:

TO: No normal line of promotion

FROM: 8143 Senior Public Defender Investigator

(NEW CLASS)

ADOPTED: 8/2/76



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DISTRICT ATTORNEY'S INVESTIGATOR

CODE: 8146

CHARACTERISTICS OF THE CLASS:

Under general supervision, participates in a wide variety of investigative activities in connection with alleged or suspected violations of criminal laws or other laws under the jurisdiction of the District Attorney's Office; and performs related duties as required.

DISTINGUISHING FEATURES:

Incumbents in this class are considered journeyman investigators who may function independently or as members of a team. Generally, assignments to positions in this class are of average difficulty or complexity permitting a considerable degree of latitude for initiative and independent judgment.

EXAMPLES OF DUTIES:

1. Participates in a variety of criminal investigations coming under the jurisdiction of the District Attorney's Office; interviews witnesses and other individuals knowledgeable about particular cases; analyzes books and accounts; collects, compiles and provides for preservation and analyses of factual information.

2. Prepares reports on investigations; assists attorneys in the evaluation of cases for prosecution; prepares diagrams, charts, and scale drawings; photographs crime scenes and items of evidence; may operate electronic equipment used in criminal investigative work.

3. As assigned, may serve subpoenas; executes search warrants and warrants of arrest; assists in arranging for the appearance of witnesses to present evidence; testifies in court; may make peace officer arrests in emergency situations.

4. As assigned, participates in investigative work involving various types of criminal fraud including consumer fraud and embezzlement; gives training and work direction to interns, law students, and volunteers involved in consumer fraud complaints and investigations.

5. Assists other public and private agencies involved in law-enforcement functions; may participate in meetings and workshops with community groups and others interested in criminal justice system activities.

DESIREABLE QUALIFICATIONS:

Training and Experience: Requires a combination of education at the collegiate level in criminology, penology, police science or a closely related field and responsible criminal investigative experience totaling six years.

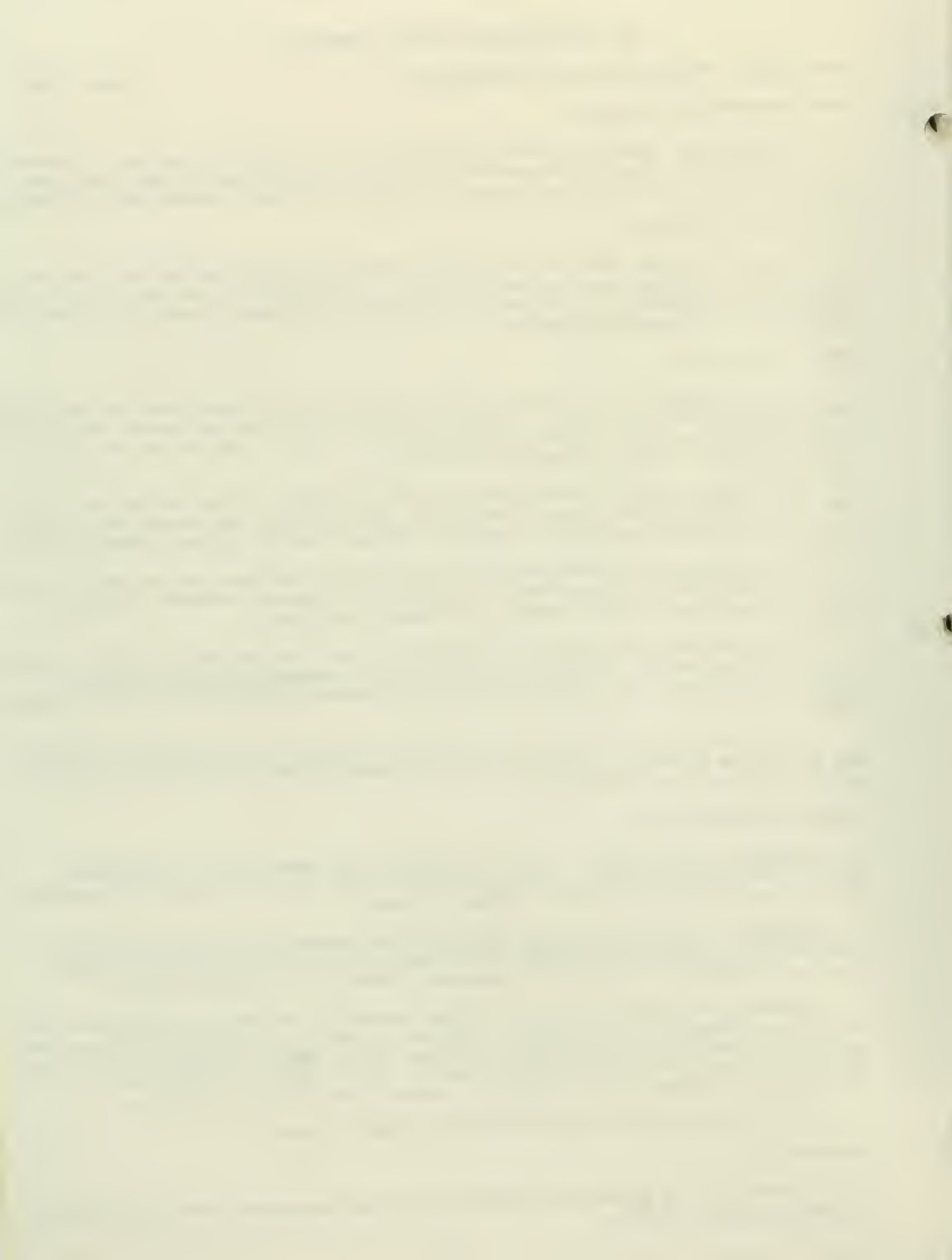
Knowledge, Abilities and Skills: Requires good knowledge of: existing criminal codes and laws, modern investigative techniques and methods; presenting and preserving evidence; techniques of drawing and photography relating to investigative work.

Requires considerable ability to: handle responsible investigative assignments with tact, resourcefulness and good judgment; prepare and maintain investigative data, records and reports; communicate verbally and in writing; operate modern equipment used in criminal investigative work; work with individual members of the legal staff, representatives of other groups and organizations relating to criminal justice system activities.

Appointee must possess a valid California Driver's license.

PROMOTIVE LINE:

No normal line of promotion - position exempt from examination under the provisions of Charter Section 3.406(c).



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR DISTRICT ATTORNEY'S INVESTIGATOR

CODE: 8197

CHARACTERISTICS OF THE CLASS:

Under direction, participates in the most difficult and complex criminal investigations under the jurisdiction of the District Attorney's Office; functions as a working supervisor in difficult field investigations; assists in training lower level investigators and other members of the District Attorney's staff; and performs related duties as required.

DISTINGUISHING FEATURES:

Incumbents in this class work as individuals or as members of an investigative team on the most complex and difficult cases. In addition, positions in this class function as working supervisors over subordinate investigators and may train subordinate investigators on the District Attorney's staff. Incumbents in this class are expected to develop expertise in one or more specialized areas of criminal investigative work.

EXAMPLES OF DUTIES:

1. Participates in criminal investigative work involving a wide variety of difficult and complex cases under the jurisdiction of the Bureau of Investigation in the District Attorney's Office; locates and interviews witnesses relative to criminal investigations; prepares reports for use in the evaluation and prosecution of criminal cases.
2. As assigned, may serve as a team leader in field investigations; provides training and work direction for subordinate investigators; may serve as a training officer in a specialized area of criminal investigative work; assists the Chief Investigator in the evaluation of other investigative personnel.
3. Executes search warrants and warrants of arrest; serves subpoenas and legal processes; assists in arranging for the appearance of witnesses at trials and hearings; and in preparing presentations of evidence; arranges for the maintenance of security, protection of critical witnesses.
4. Investigates applicants who apply for Certificate of Rehabilitation and files through the Superior Court; may assist the Chief Investigator in confidential and sensitive cases involving other city departments, public officials, or law enforcement personnel.
5. Provides for the preservation of data and evidence used in criminal investigations; as assigned, prepares diagrams, charts and scale drawings; photographs crime scenes and other items of evidence; may operate electronic equipment used in the collection and dissemination of information needed in connection with criminal justice system activities.
6. Makes peace officer arrests in critical or emergency situations.

DESIREABLE QUALIFICATIONS:

Training and Experience: Requires a combination of education at the college level in criminology, penology, police science or a closely related field and substantial criminal investigative experience totaling eight years.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: existing criminal codes and laws, investigative techniques, methods and procedures; methods relating to preserving and presenting evidence; methods of supervision and training.

CLASS TITLE: SENIOR DISTRICT ATTORNEY'S INVESTIGATOR

CODE: 8147

DESIREABLE QUALIFICATIONS: (continued)

Requires considerable ability to: handle delicate, confidential investigation with tact, resourcefulness, and good judgment; direct other investigators performing investigative assignments; prepare important records and reports; plan and carry out extremely important investigations and surveillances; serve as a staff expert in a particular area of criminal investigative work.

Appointee must possess a valid California Driver's license.

PROMOTIVE LINE:

No normal line of promotion - position exempt from examination under the provisions of Chapter section 3.406(c).

AMENDED: APR 1 1970

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHIEF DISTRICT ATTORNEY'S INVESTIGATOR

CODE: 8148

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, organizes, and supervises the activities of personnel assigned to the Bureau of Investigation in the District Attorney's Office; participates in investigations of unusual complexity or of a highly confidential or sensitive nature; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position class includes responsibility for all activities of the Bureau of Investigation in the District Attorney's Office. The incumbent in this class reports directly to the District Attorney or in his absence to the Chief Deputy.

EXAMPLES OF DUTIES:

1. Supervises and participates in a wide variety of criminal and intelligence investigative activities; plans, assigns and coordinates the work of personnel assigned to the Bureau of Investigation in the District Attorney's Office.
2. Interprets, enforces, and coordinates policies and procedures relating to the investigative activities of the Bureau; makes reports and recommendations to the District Attorney; may assist the District Attorney in developing new methods and policies regarding investigative matters.
3. Assists attorneys in preparing and presenting criminal cases in court; advises attorneys on the presentation of physical evidence; testifies in court as an expert on criminal investigative matters.
4. Participates in the preparation of the budget for the Bureau of Investigation; compiles data and makes recommendations on personnel and equipment needs; makes administrative surveys of investigative operations.
5. Evaluates investigative personnel; makes recommendations to the District Attorney on recruitment, hiring, promotion and discharge of investigative personnel; develops and institutes training programs for investigators.
6. Establishes and maintains liaison with other law enforcement and criminal justice agencies; represents the District Attorney at conferences and seminars relating to a variety of criminal justice system activities.

DESIREABLE QUALIFICATIONS:

Training and Experience: Requires a combination of education of the collegiate level in criminology, penology, police science or a closely related field and responsible criminal investigative experience totaling ten years including two years of supervisory experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: existing criminal codes and laws; investigative techniques and methods; the sources of information necessary to a wide variety of investigative activities.

CLASS TITLE: CHIEF DISTRICT ATTORNEY'S INVESTIGATOR

CODE: 8148

DESIREABLE QUALIFICATIONS: (continued)

Requires considerable ability to: handle extremely delicate and confidential investigations with tact, resourcefulness and good judgment; prepare and supervise the preparation and maintenance of detailed investigative records and reports; plan and lay out detailed and confidential investigations; recruit, train and supervise subordinate investigators; provide assistance to the District Attorney in preparation of the Bureau's budget.

Appointee must possess a valid California Driver's license.

PROMOTIVE LINES:

No normal lines of promotion - position exempt from examination under the provisions of Charter Section 3.406(c).

AMENDED: APR 4 1977

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT CHIEF DISTRICT
ATTORNEY'S INVESTIGATOR

CODE: 8149

CHARACTERISTICS OF THE CLASS:

Under direction, performs responsible administrative, supervisory and investigative work for the Bureau of Investigation in the District Attorney's Office; coordinates investigative units and serves as a team leader in major criminal investigations; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a one position class in the District Attorney's Office. The employee in this class assists the Chief Investigator in a broad range of administrative and investigative activities. The incumbent is expected to take charge of the Bureau of Investigation in the absence of the Chief Investigator.

EXAMPLES OF DUTIES:

1. Assigns, reviews and evaluates the work of subordinate investigators and support personnel of the Bureau of Investigations in the District Attorney's Office; coordinates the activities of the various investigative divisions and serves as a team leader in the more complex investigations.
2. Assists the Chief Investigator in enforcing and coordinating policies and procedures relative to Bureau of Investigation activities; makes reports and recommendations to the Chief Investigator; develops methods and policies regarding the work of the Bureau.
3. As assigned, assists members of the District Attorney's legal staff in the presentation of various types of evidence in court; may testify in court as an expert on criminal investigations and related matters; may make peace officer arrests in emergency situations.
4. Maintains control through subordinate personnel of the most important and difficult cases within the jurisdiction of the Bureau; may interview defendants and plaintiffs in the more important and sensitive cases; develops methods and procedures for maintaining the safe custody of investigative records.
5. Assists in budget preparation for the Bureau of Investigations; makes budgetary recommendations on personnel and equipment as required; maintains proper administrative controls on motor vehicle utilization; as assigned, represents the District Attorney and the Chief Investigator at conferences and seminars related to the field of criminal justice.
6. Assists the Chief Investigator in evaluating Bureau personnel; makes recommendations with respect to recruiting, hiring, promotion and discharge of investigative personnel; coordinates training activities of subordinate investigators.

DESIRABLE QUALIFICATIONS:

Training and Experience: Requires a combination of education at the collegiate level in criminology, penology, police science or a closely related field and responsible criminal investigative experience totaling eight years, including two years of supervisory experience.

CLASS TITLE: ASSISTANT CHIEF DISTRICT
ATTORNEY'S INVESTIGATOR

CODE: 8149

DESIRABLE QUALIFICATIONS: (cont.)

Knowledge, Abilities and Skills: Requires thorough knowledge of: various areas of the criminal investigative field; techniques and methods utilized in criminal investigations; methods and procedures for preserving and presenting evidence; principles and practices of supervision and training.

Requires considerable ability to: supervise and coordinate the activities of a staff of investigators; develop procedures and methods to enhance the administration of an investigative bureau; prepare and present budgetary data; provide safe custody for important investigative reports and evidence; interview defendants, plaintiffs and others with tact, resourcefulness and good judgement.

Appointee must possess a valid California driver's license.

NOTE: Position exempt from examination under the provisions of Charter Section 3.406(c).

NEW CLASS

ADOPTED: 6-2-80

CLASS TITLE: PRINCIPAL DISTRICT ATTORNEY'S INVESTIGATOR,
SPECIAL UNIT

CODE: 8150

CHARACTERISTICS OF THE CLASS:

Under general direction, administers the activities of a discrete investigative unit in the District Attorney's Office requiring specialized knowledge; reviews and directs the work of subordinates including investigators engaged in conducting investigations of known and suspected violations of a specialized area of the law; participates in investigations of unusual complexity of a highly confidential or sensitive nature; and performs related duties as required.

DISTINGUISHING FEATURES:

This class receives direction from the Chief Criminal Investigator and the District Attorney and is in charge of the organization and administration of investigations for a specialized area of the law which receives funding for a specific program. It is distinguished by its responsibility for advice and policy development regarding changes to the District Attorney's mandate, budget preparation, reporting and monitoring, and all other administrative tasks of a discrete unit within the Bureau of Investigations.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Reviews and accepts, or rejects referrals for investigation; assigns accepted referrals to investigative staff; reviews periodically those cases being investigated; reviews and signs all completed investigations.

2. Delivers completed cases showing criminal evidence to the District Attorney's office for prosecution, or refers to program staff for administrative action; refers criminal violations outside the unit's jurisdiction to appropriate law enforcement agencies for follow up.

3. Supervises and participates in the recruitment and selection of personnel; organizes and coordinates personnel activities of the unit.

4. Represents the District Attorney's Office to City governing boards in fiscal and policy matters as well as to outside agencies; assists in the development and monitoring of the unit's annual budget.

5. Monitors state and federal legislation affecting mandates of respective special units; advises management and proposes and assists in the development of policies for implementing these mandates.

6. Monitors the dissemination of confidential information to law enforcement agencies and other public entities; serves as a liaison to police agencies and other public entities on matters related to the unit's directive.

7. Locates, interviews, and interrogates suspects, victims, and witnesses; testifies in court as necessary.

8. Conducts all investigations, as assigned by the Chief Investigator including cases of a highly sensitive and complex nature; prepares detailed reports of investigative findings for oral and written presentation.

9. Analyzes reports of statistical data reflecting the activity of staff; prepares narrative and detailed reports for submission to state and/or federal agencies, as well as for departmental management review.

10. Coordinates unit activities with program staff, social workers, District Attorney's Office, other investigative units or agencies, and criminal and civil court personnel.

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: existing criminal codes and laws; investigative techniques and methods; information relating to preserving and presenting evidence.

Requires thorough knowledge of: the substantive and procedural civil and criminal law as it pertains to special areas such as child custody and visitation, or welfare fraud; financial record-keeping; methods of supervision and training.

Requires considerable ability to: handle delicate, confidential investigations with tact, resourcefulness, and good judgment; direct program staff and other investigators performing investigative assignments; prepare important records and reports; plan and carry out extremely important investigations and surveillances; prepare important reports and records; analyze and interpret laws relating to welfare fraud, child custody and visitation, or other special areas.

License: Requires possession of a valid California Driver's License.

NOTE: This class is exempt from examination under Charter Section 3.406(c).

ADOPTED: 11-2-81

AMENDED AND RETITLED: 1-6-92

#4286c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CLAIMS INVESTIGATOR, CITY ATTORNEY'S OFFICE

CODE: 8151

CHARACTERISTICS OF THE CLASS:

Under direction, is responsible for the investigation of personal injury and property damage claims within prescribed limits; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is the journey level in the Claims Investigator, City Attorney's Office series. An employee at this level investigates personal injury and property damage claims and may settle claims within prescribed limits. This class is supervised by the next higher class in the series, 8152 Senior Claims Investigator, City Attorney's Office.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Makes investigations of all circumstances surrounding personal injury and property damage claims for or against the City; prepares and compiles detailed reports of all such investigations, including interviews with claimants, doctors, nurses, police officials, attorneys, insurance adjusters and others.

2. Negotiates the settlement of claims within prescribed limits; interviews witnesses at scene of accidents and secures signed statements related thereto; consults with contractors, officials, technical and specialized personnel, as necessary.

3. Makes court appearances and gives testimony relating to claims; confers with city legal representatives in connection with trial preparation for claims involving court litigation; arranges for the presentation of physical documentary evidence for use at trials; makes arrangement for the court appearance of expert testimony at trials.

4. Investigates and resolves miscellaneous complaints such as defective, dangerous and nuisance conditions involving current or potential City or private property damage.

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills: Working knowledge of: departmental rules and regulations; existing laws, ordinances and codes applicable to personal injury and property damage claims; legal terminology and court procedure.

Ability to: collect and analyze information relating to accident and property damage claims and make sound recommendations for their settlement; meet and deal effectively with the general public and handle delicate public relations problems with considerable tact; prepare accurate and factual investigative reports and maintain related records.

License: Requires possession of a valid state motor vehicle operator's license.

NOTE: This class is exempt from examination under Charter Section 3.401(c).

ADOPTED: 1-9-89

#4015c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR CLAIMS INVESTIGATOR,
CITY ATTORNEY'S OFFICE

CODE: 8152

CHARACTERISTICS OF THE CLASS:

Under direction, is responsible for the investigation of personal injury and property damage claims involving City vehicles, facilities and equipment; negotiates and settles claims within prescribed limits; assigns and supervises the activities of subordinate investigators engaged in such work; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is the working supervisor level in the Claims Investigator, City Attorney's Office series. An employee at this level supervises and participates in the investigation of personal injury and property damage claims and may settle claims within prescribed limits. It is distinguished from 8151 Claims Investigator, City Attorney's Office by the responsibility and authority to settle claims for larger amounts. It is distinguished from 8153 Principal Claims Investigator, City Attorney's Office by the latter's responsibility as a second level supervisor and authority to settle claims for larger amounts than the former.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Assigns, supervises and reviews the work of subordinate investigators; reviews accident reports to assure that all witnesses have been interviewed and all phases of investigation have been properly completed; personally negotiates the settlement of involved claims within prescribed limits.

2. Prepares and compiles detailed reports of all investigations made; prepares legal documents for the approval of management and city legal personnel in connection with the settlement of damage claims for or against the City.

3. Confers with attorneys, doctors, insurance adjustors and other qualified experts in obtaining specialized professional or technical reports for use in settling claims; negotiates with attorneys and others in effecting settlement of claims and determining the extent of liability; may call upon the services of professional or technical personnel to aid in investigation of claims; attends court sessions and testifies for the City when necessary.

4. Investigates miscellaneous complaints involving existent or potential property damage involving City property.

Knowledge, Abilities and Skills: Thorough knowledge of: departmental rules and regulations; existing laws, ordinances and codes applicable to personal injury and property damage claims processing; legal terminology and court procedure.

CLASS TITLE: SR. CLAIMS INVESTIGATOR, CITY ATTORNEY'S OFFICE CODE: 8152

QUALIFICATIONS: (Cont.)

Ability to: assign and supervise the work of claims investigators; collect and analyze information relating to accident and property damage claims and make sound recommendations for their settlement; meet and deal effectively with the general public and handle delicate public relations problems with considerable tact; prepare accurate and factual investigative reports and maintain related records.

License: Requires possession of a valid state motor vehicle operator's license.

NOTE: This class is exempt from examination under Charter section 3.401(c)

ADOPTED: 1-9-89

#4016c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PRINCIPAL CLAIMS INVESTIGATOR,
CITY ATTORNEY'S OFFICE

CODE: 8153

CHARACTERISTICS OF THE CLASS:

Under general direction, assists in directing the investigation and settlement of all personal injury and property damage claims involving City vehicles and facilities; supervises subordinate investigators and office personnel engaged in such activities; acts for the Chief of the Bureau in case of absence; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is the second level supervisor in the Claims Investigator, City Attorney's Office series. An employee at this level plans and directs the investigation and settlement of all personal injury and property damage claims. It is distinguished from 8151 Senior Claims Investigator, City Attorney's Office by the supervisory authority over that class and authority to settle claims for greater amounts. It is distinguished from 8155 Chief, Bureau of Claims Investigation and Administration by the chief's full responsibility for directing the Bureau of Claims Investigation and Administration of the City Attorney's Office.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, organizes and directs the day-to-day operations of the Bureau of Claims Investigation and Administration in the City Attorney's Office; supervises claims investigators engaged in the settlement of property damage and personal injury claims caused by city vehicles and facilities, and the collection of claims for damages to city property, including contributions by third parties.
2. Assists the Chief of the Bureau in the making of policy, and provides advice on bureau activities and problems; acts for the Chief in case of absence.
3. Reviews and evaluates claims; personally negotiates settlement of difficult and complex claims within prescribed limits; when directed, discusses settlement of large and complex claims with the city attorney and other city officials.
4. Effects economies and/or prevents losses through efficiently authorizing expenditures involving large amounts of money in payment of accident and injury claims; when directed works with the City Risk Manager and makes recommendations as to ways to reduce losses by the city.
5. Interprets departmental rules and regulations to employees supervised.

CLASS TITLE: PRIN. CLAIMS INVESTIGATOR, CITY ATTORNEY'S OFFICE CODE: 8153

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills: Thorough knowledge of: principles and practices of personal injury and property damage claims, evaluation and settlement; departmental rules and regulations; existing laws, ordinances and codes applicable to personal injury and property damage claims processing; legal terminology and court procedure.

Ability to: Plan, assign and supervise the work of a large group of subordinate personnel; conduct investigations and formulate effective courses of action; negotiate difficult and involved claim settlements; deal courteously, effectively and tactfully with individuals, their representatives and the public.

License: Requires possession of a valid state motor vehicle operator's license.

NOTE: This classification is exempt from examination under Charter Section 3.401(c).

ADOPTED: 1-9-89

#4001c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CONSUMER MEDIATION REPRESENTATIVE

CODE: 8154

Under general supervision, investigates consumer complaints and possible violations of consumer laws and regulations; supervises student interns involved in the mediation of consumer complaints; participates in consumer education programs; and performs related duties as required.

DISTINGUISHING FEATURES:

Incumbents in this class report to the Director of Complaint Mediation in the Consumer Fraud Division of the District Attorney's office. The nature of the work involves the investigation of consumer complaints which can be resolved through mediation rather than through legal action. The Consumer Mediation Representative trains and supervises a group of student interns involved in mediation, and personally conducts the more difficult investigations.

EXAMPLES OF DUTIES:

1. Reviews and investigates complaints from consumers regarding alleged misrepresentation of consumer services and commodities, false advertising and unethical business practices.
2. Contacts consumers and business representatives by telephone or letter to obtain information and determine validity of complaints; attempts to resolve the complaints through mediation.
3. Trains, directs and supervises a group of student interns involved in the mediation of consumer complaints.
4. Researches consumer protection laws and regulations; provides consumer affairs educational material to the public in written form and in verbal presentations to community groups and organizations.
5. Maintain case records and files; compiles statistical data relating to consumer affairs; writes correspondence and special reports; assists in the preparation of grant applications.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of two years of college supplemented by two years of work experience in a public service position, the major duties of which involved investigative research, program advocacy, mediation or arbitration; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a general knowledge of laws and regulations related to consumer affairs, and a good knowledge of proper investigating methods and mediation procedures.

Requires ability to: communicate tactfully and objectively with complainants, business representatives, regulatory agencies and the general public; evaluate information and recommend action based upon provisions of consumer protection laws and regulations; provide supervision and direction to subordinates; speak effectively before community groups; write clearly and concisely.

NEW CLASS

ADOPTED: Sept. 8, 1980

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHIEF, BUREAU OF CLAIMS INVESTIGATION
AND ADMINISTRATION

CODE: 8155

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for directing the investigation and settlement of all personal injury and property damage claims involving City vehicles and facilities; plans, assigns and directs the activities of subordinate investigative and office personnel engaged in such activities; and performs related duties as required.

DISTINGUISHING FEATURES:

This one position classification reports to the City Attorney and directs the Bureau of Claims Investigation and Administration. The employee at this level has management responsibility for the investigation and the settlement of all personal injury and property damage claims, and administering a multi-million dollar claims budget.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Develops, coordinates and executes policies and procedures relating to the investigation and settlement of property damage and personal injury claims caused by City vehicles and facilities, and the collection for damages to City property, including contributions by third parties; directs the activities of a staff of subordinate claims investigators involved in such work.

2. Reviews and evaluates claims; personally negotiates the settlement of difficult and complex claims involving large amounts of money; prepares briefs and recommends settlements to the City Attorney and Board of Supervisors for approval.

3. Discusses settlement of large and complex claims with the City Attorney and other appropriate officials; represents the City Attorney before the Board of Supervisors.

4. Administers a multi-million dollar claims budget; effects considerable economies and/or prevents considerable losses through efficiently authorizing expenditures involving large amounts of money in payment of accident and injury claims.

5. Administers a revolving fund for payment of claims falling within prescribed limits and bills incurred for services such as special investigations, experts and other witnesses and depositions.

6. Works closely with the City Risk Manager and makes recommendations as to ways to reduce losses by the city; administers the gathering of claims data for use by the risk manager and others.

CLASS TITLE: CHIEF, BUREAU OF CLAIMS INVESTIGATION
AND ADMINISTRATION

CODE: 8155

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills: Comprehensive knowledge of: the principles and practices of personal injury and property damage claims evaluation and settlement; departmental rules and regulations, existing laws, ordinances and codes applicable to personal injury and property damage claims processing; legal terminology and court procedure.

Considerable ability to: plan, assign and direct the work of a large group of subordinate personnel; conduct investigations and adopt effective courses of action; negotiate complex claims settlements; deal courteously, effectively and tactfully with the general public, city officials, and outside organizations.

License: Requires possession of a valid state motor vehicle operator's license.

NOTE: This class is exempt from examination under Charter Section 3401(c).

#4017c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CLAIMS RECORDS SUPERVISOR

CODE: 8156

CHARACTERISTICS OF THE CLASS:

Under general direction, is in charge of the maintenance of a variety of office records relating to personal injuries and property damage claims against the municipal railway; exercises general supervision over a small group of employees engaged in the maintenance of claims records; and performs related duties as required.

Requires responsibility for: interpreting and enforcing rules, regulations, policies and methods relative to the handling and processing of claims records and reports; making regular important contacts with other departmental personnel and the general public in connection with claims records activities; preparing, checking and reviewing important detailed financial records and reports.

EXAMPLES OF DUTIES:

1. Assigns duties, prepares work schedules and reviews completed work of employees as to proper filing of claims and proper preparation of releases for cases settled by revolving fund checks.

2. Determines that all papers on a case are in order and that instructions have been properly carried out; signs checks and delivers cases to superior.

3. Reviews for correctness revolving fund reimbursement requests, claims register, accident records, bills to the excess liability carrier, insurance billing card records and all other records and reports of the office.

4. Prepares attendance reports, refers correspondence for handling and answers correspondence relating to claims; prepares quarterly and annual reports of departmental activities.

5. Reconciles monthly tabulated expenditures statement with departmental records and maintains a claims control record.

6. Prepares statistical and special reports as requested by superiors.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least six years of progressively responsible clerical and office experience involving the processing and maintenance of personal injury and property damage claims records and reports, including two years of supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: the laws and ordinances related to personal injury and property damage claims; modern office management techniques and procedures; operating policies and procedures, rules and regulations related to claims recordkeeping.

CLASS TITLE: CLAIMS RECORDS SUPERVISOR
(continued)

CODE: 8156

Requires considerable ability to: plan, assign and supervise the activities of subordinate personnel; deal courteously, effectively and tactfully with subordinates and the general public.

PROMOTIVE LINES:

To: Medical Claims Supervisor

From: Medical Claims Assistant Supervisor
Original entrance examination

JUL 17 2001

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCESSAN FRANCISCO
PUBLIC LIBRARY**JOB CODE TITLE: CHILD SUPPORT OFFICER I****JOB CODE: 8157**
Business Unit: COMMN

DEFINITION: Under immediate supervision and in capacity of a trainee, learns and performs child support officer duties; interviews applicants to establish child support cases; processes child support payments; establishes parentage and/or enforceable support obligations; locates absent parents; monitors payment performance and initiates appropriate legal action to collect arrearages; interprets and applies family support laws; and performs related duties as required

DISTINGUISHING FEATURES: This is the trainee level in the Child Support Officer series. Incumbents are expected to learn child support enforcement duties within one year (2080 hours) and progress to the journey level of 8158 Child Support Officer. Incumbents in the latter job code function more independently and perform the full range of child support duties.

SUPERVISION EXERCISED: None

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Conducts interviews by phone or in person with custodial and non-custodial parents, relatives, attorneys and other interested individuals to gather necessary information to verify facts, establish the child support case, explain procedures for child support processing, and keep accurate information.
2. Processes child support payments, establishes parentage and/or enforceable support obligations consistent with the California Child Support Guidelines; locates absent parents, and performs other child support enforcement activities to compel compliance with court orders; and ensures that information is entered accurately in the case record.
3. Monitors and evaluates payment performance by reviewing payment records and verifying payment history with the custodial parent, in accordance with state directives, and initiates appropriate legal action if collection of arrearages is needed.
4. Reviews documents for compliance with statutes, court decisions and other legal authorities; recommends appropriate corrective action; and prepares various correspondence. Attends meeting, conferences, seminars and training as assigned.

JOB CODE TITLE: CHILD SUPPORT OFFICER I

JOB CODE: 8157
Business Unit: COMMN

5. Assists attorneys by performing a variety of paralegal and investigative tasks, such as case preparation; initiates fraud referrals and recommends case closure following specific guidelines.
6. Creates and maintains child support files according to State and Federal regulations and established procedures; updates records and filing systems to ensure that accurate data is kept on assigned child support cases.
7. Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: child support case processing techniques, interviewing techniques, basic legal processing, filing systems and basic math.

Ability to: apply techniques and information related to child support case processing; operate a personal computer; communicate effectively both verbally and in writing with a wide variety of individuals; proofread records and documents; and interact effectively and courteously with staff and the public.

EXPERIENCE AND TRAINING GUIDELINES:

Education: Possession of a baccalaureate degree from an accredited college or university with major coursework in public administration, business administration, accounting, finance, economics, social sciences, psychology, education, or closely related field; **OR**

Substitution: Professional administrative experience in the functional areas of financial underwriting, insurance adjusting, credit research, collections, eligibility determination for welfare, or other related operations area involving substantial contact with clients in a legal/paralegal environment may be substituted for the required education on a year-for-year basis (30 semester units/45 quarter units equals one (1) year of experience).

EFFECTIVE: 8/2/76

AMENDED: 9/18/89

AMENDED AND RETITLED: 5/21/01

Reason for Amendment: To accurately reflect changes necessitated by the establishment of the new Department of Child Support Services in accordance with the California Family Code and applicable State and Federal regulations.

JUL 17 2001

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCESSAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: CHILD SUPPORT OFFICER II

JOB CODE: 8158
Business Unit: COMMN

DEFINITION: Under general supervision, performs the full range of child support officer duties; interviews applicants to establish child support cases; establishes parentage and/or enforceable support obligations; locates absent parents; monitors payment performance and initiates appropriate legal actions to collect arrearages; interprets and applies family support laws; appears at fair hearings or in court as a witness; and performs related duties as required. This is the journey level in the series. Incumbents perform journey level professional duties of child support enforcement.

DISTINGUISHING FEATURES: This is the journey level in the Child Support Officer series. It is distinguished from 8159 Child Support Officer III in that the latter performs more difficult and responsible tasks related to the child support program and functions as a first-line supervisor and/or technical specialist.

SUPERVISION EXERCISED: None

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Conducts interviews by phone or in person with custodial and non-custodial parents, relatives, attorneys and other interested individuals to gather necessary information to verify facts, establish the child support case, explain procedures for child support processing, and keep accurate information.
2. Establishes parentage and/or enforceable support obligations consistent with the California Child Support Guidelines; locates absent parents and performs other child support enforcement activities to compel compliance with court orders; and ensures that information is entered accurately in the case record.
3. Monitors and evaluates payment performance by reviewing payment records and verifying payment history with the custodial parent, in accordance with state directives, and initiates appropriate legal action if collection of arrearages is needed.
4. Reviews documents for compliance with statutes, court decisions and other legal authorities; recommends appropriate corrective action or program improvement plans; and prepares various correspondence. Attends meetings, conferences, seminars and training as assigned in various capacities, including as a participant or trainer.

JOB CODE TITLE: CHILD SUPPORT OFFICER II

JOB CODE: 8158

Business Unit: COMMN

5. Assists attorneys by performing a variety of paralegal and investigative tasks, such as case preparation; initiates fraud referrals and recommends case closure following specific guidelines; appears at fair hearings or in court as a witness.
6. Creates and maintains child support files according to State and Federal regulations and established procedures; updates records and filing systems to ensure that accurate data is kept on assigned child support cases.
7. Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: child support case processing techniques, interviewing techniques, basic legal processing, filing systems and basic math.

Ability to: apply techniques and information related to child support case processing; operate personal computers; communicate effectively both verbally and in writing with a wide variety of individuals; proofread records and documents; and interact effectively and courteously with staff and the public.

EXPERIENCE AND TRAINING GUIDELINES:

Education: Possession of a baccalaureate degree from an accredited college or university with major coursework in public administration, business administration, accounting, finance, economics, social sciences, psychology, education, or closely related field; **OR**

Substitution: Professional administrative experience in the functional areas of financial underwriting, insurance adjusting, credit research, collections, eligibility determination for welfare; or other related operations area involving substantial contact with clients in a legal/paralegal environment may be substituted for the required education on a year-for-year basis (30 semester units/45 quarter units equals one (1) year of experience); **AND**

Experience: Successful completion of one year (2080 hours) as an 8157 Child Support Officer I; **OR** two years of experience in establishing and enforcing child support obligations in any CASES/comparable automated child support system in another jurisdiction at a level equivalent to 8157 Child Support Officer I.

EFFECTIVE: 8/2/76

AMENDED: 9/18/89

AMENDED AND RETITLED: 5/21/01

Reason for Amendment: To accurately reflect changes necessitated by the establishment of the new Department of Child Support Services in accordance with the California Family Code and applicable State and Federal regulations.

JUL 17 2001

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCESSAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: CHILD SUPPORT OFFICER III

JOB CODE: 8159
Business Unit: COMMN

DEFINITION: Under direction, may supervise the work of a unit engaged in child support enforcement program activities, and/or may perform technical or specialized child support enforcement duties involving the Department, the public and other government and non-governmental entities; trains staff based on department needs; advises and assists staff with difficult and complex technical problems; acts as a liaison or technical resource for the Department; advises on appropriate steps to establish parentage and/or child support obligations and collect support arrearages; approves final release of professional or other licenses held through the State license match program; conducts audits of case records to ensure adherence to Title IV-D and applicable child support laws and regulations; designs, formats and implements new forms and creates complex reports; appears at fair hearings or in court as a witness; makes recommendations on the interpretation and publication of policies and procedures; meets with staff, subcontractors, vendors or other counties for information sharing; and performs related duties as required.

DISTINGUISHING FEATURES: Incumbents in this job code function as first-line supervisors and/or as technical specialists assisting with the operational aspect of child support enforcement. This job code is distinguished from the 8160 Assistant Chief job code in that the latter supervises child support operations or program activities performed by several child support operational teams or separate functional areas.

SUPERVISION EXERCISED: Supervises and/or provides technical direction to subordinate Child Support Officers and clerical support staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. May supervise the work of a unit or team assigned to activities in connection with the operation and administration of child support programs.
2. May perform technical or specialized duties involving the Department, the public and other government and non-governmental entities in connection with the operation and administration of child support programs.
3. Trains child support staff, both on a one-on-one basis and through the development of specified training plans in accordance with state directives; advises and assists staff with difficult and complex technical problems.

JOB CODE TITLE: CHILD SUPPORT OFFICER III

JOB CODE: 8159
Business Unit: COMMN

4. Acts as a liaison or resource between the department and other legal or social agencies; may make public presentations regarding child support programs, and complaint resolution; appears at fair hearings or in court as a witness; attends conferences, seminars and training as assigned.
5. Advises on appropriate steps to establish parentage and/or support obligations and collect on arrearages; approves final release of professional or other licenses held to require compliance with child support obligations; recommends case closure following specific guidelines.
6. Conducts audits and performance reviews of case records to ensure adherence to Title IV-D and applicable laws, regulations and directives.
7. Designs, formats and implements automated child support procedures and new forms and creates complex reports to streamline the collection and enforcement of child support.
8. May assist in interviews by phone or in person with custodial and non-custodial parents, relatives, attorneys and other interested individuals to gather necessary information to verify facts, explain procedures for child support processing, and keep accurate information.
9. Makes recommendations and proposes updates on policy and procedures to ensure compliance with Title IV-D and applicable laws, regulations and directives.
10. Meets with staff, subcontractors, vendors or other counties to complete projects and initiate service requests. Researches requests for information to ascertain best method of compiling information.
11. Provides technical assistance related to basic child support operations and assists staff in their understanding of automated procedures.
12. Assists in the research, planning, implementation and testing of automated systems.
13. Performs specialized customer service functions including designing, maintaining and conducting complaint resolution, acting as an ombudsperson and performing outreach functions.
14. Performs related duties and responsibilities as assigned

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: child support case processing; principles of organization and management; case management techniques; application of computer science; basic legal processing; basic knowledge of training needs assessment; principles of human motivation and behavior; interviewing techniques; and legal research methods and techniques.

JUL 17 2001

SAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: CHILD SUPPORT OFFICER III

JOB CODE: 8159
Business Unit: COMMN

Ability to: apply techniques and information related to child support processing; operate a personal computer and automated casework systems; train staff and assess departmental training needs; communicate effectively both verbally and in writing with a wide variety of individuals; proofread records and documents; plan, supervise, and review the work of subordinates; and interact effectively and courteously with staff and the public.

EXPERIENCE AND TRAINING GUIDELINES:

Education: Possession of a baccalaureate degree from an accredited college or university with major coursework in public administration, business administration, accounting, finance, economics, social sciences, psychology, education, or closely related field; **OR**

Substitution: Professional administrative experience in the functional areas of financial underwriting, insurance adjusting, credit research, collections, eligibility determination for welfare; or other related operations area involving substantial contact with clients in a legal environment may be substituted for the required education on a year-for-year basis (30 semester units/45 quarter units equals one (1) year of experience); **AND**

Experience: Three years of verified experience in establishing and enforcing child support obligations in any CASES/comparable child support system, including two years performing child support duties equivalent to those performed by an 8158 Child Support Officer II in the City and County of San Francisco.

EFFECTIVE: 8/2/76**AMENDED:** 9/18/89**AMENDED AND RETITLED:** 5/21/01

Reason for Amendment: To accurately reflect changes necessitated by the establishment of the new Department of Child Support Services in accordance with the California Family Code and applicable State and Federal regulations.

CITY AND COUNTY OF SAN FRANCISCO, DEPARTMENT OF HUMAN RESOURCES

CLASS TITLES:	FAMILY SUPPORT INVESTIGATOR I	CODES:	8157
	FAMILY SUPPORT INVESTIGATOR II		8158
	FAMILY SUPPORT INVESTIGATOR III		8159
	ASSISTANT CHIEF, FAMILY SUPPORT INVESTIGATOR		8160

8157 Family Support Investigator I

Under immediate supervision and in the capacity of a trainee, learns and performs child support investigative duties; interviews applicants to establish the child support case; establishes paternity and/or an enforceable support obligation; locates absent parents; monitors payment performance and initiates appropriate legal action to collect on arranges; evaluates and enforces child support laws. This is the trainee level in the series. Incumbents are expected to learn child support investigative duties in a reasonable period of time and progress to the journey level of Family Support Investigator II.

8158 Family Support Investigator II

Under general supervision, performs the full range of child support investigative duties; interviews applicants to establish the child support case; establishes paternity and/or an enforceable support obligation; locates absent parents; monitors payment performance and initiates appropriate legal action to collect on arrearages; evaluates and enforces child support laws; appears at fair hearings or in court as a witness. This is the journey level in the series. Incumbents work independently and perform all aspects of child support investigative work. It is distinguished from Family Support Investigator III in that the latter involves supervisory responsibility.

8159 Family Support Investigator III

Under direction, supervises collections and investigative activities in connection with child support enforcement program; or may perform complex and specialized investigative duties; trains subordinates; acts as a resource person; advises subordinates on the more difficult aspects of the work; enforces adherence to establish policies and procedures; appears in court and performs related duties as required. This is the first level in the child support investigative series that involves supervision.

8160 Assistant Chief Investigator, Family Support Investigator

Under general direction, supervises the activities of a number of investigative units engaged in collections and investigations in connection with the child support enforcement program; assists in the development of policies and procedures relating to collections and investigations; coordinates the activities of subordinate investigative personnel and performs related duties as required. Positions in this classification are distinguished from the Family Support Investigator III by their responsibility for supervision of several investigative units.

8157 through 8160

EFFECTIVE DATE: 8-2-76

AMENDED: 9-18-89

DOCUMENTS DEPT.

SEP 15 2000

SAN FRANCISCO
PUBLIC LIBRARY

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: RENT BOARD HEARING OFFICER

CODE: 8162

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, conducts administrative hearings and renders written decisions on landlord and tenant petitions and tenant eviction reports filed under the Rent Stabilization and Arbitration Ordinance; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class are responsible for conducting administrative hearings as required by the San Francisco Residential Rent Stabilization and Arbitration Ordinance. Incumbents mediate disputes between landlords and tenants, and supervise settlements as needed. Positions in this class report to the Deputy Director of the Rent Arbitration Board. Decisions rendered by a Rent Board Hearing Officer, and reviewed by the Deputy Director, constitute the agency's final determination unless modified on appeal to the Rent Board Commissioners. This class may not provide legal advice, services or representation to the Rent Board, to any city official or employee, or to the City and County of San Francisco.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Reviews petition information submitted by landlords and tenants with regard to rent arbitration; plans, organizes and conducts administrative hearings; researches legal issues and precedents as required; writes decisions that ensure a consistent application of the Rent Stabilization and Arbitration Ordinance.

2. Responds to written inquiries related to hearing decisions on assigned cases; prepares written responses to appeals of decisions; attends Rent Board Commission meetings as required.

3. Maintains current knowledge of community issues and legislative actions impacting on City rent stabilization; attends meetings of community groups, boards, and commissions as directed by the Executive Director or Deputy Director; recommends policy and procedural improvements; confers with the City Attorney as needed or required.

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills: Requires knowledge of: applicable legal principles; administrative law and procedure; ordinances, statutes and court decisions; methods of legal research; dispute resolution and mediation methods and techniques.

Requires ability to: plan, organize, and conduct administrative hearings; interpret and apply legal principles and precedents to assigned fact situations and formulate sound decisions and judgments; conduct research on legal issues; present statements of law, fact, and argument clearly and logically; prepare clear, concise hearing decisions, appeal responses, and other written correspondence; establish and maintain effective communication with staff and members of diverse ethnic and economic groups.

License: Requires membership in the State Bar Association.

Position exempt from examination under provisions of Charter Section 8.300.

MAY 29 2001

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCESSAN FRANCISCO
PUBLIC LIBRARY
JOB CODE: 8165
Business Unit: COMMN

JOB CODE TITLE: WORKER'S COMPENSATION SUPERVISOR I

Definition:

Under general direction, assists with the administration of vocational rehabilitation services, or claims adjusting and processing for the Workers' Compensation Division. Performs complex work in supervising the review, analysis, investigation and disposition of workers' compensation claims and reports, or in coordinating the development and implementation of the workers' compensation vocational rehabilitation services. Provides direct claims adjusting of confidential complex cases; provides technical training, auditing, and supervising of personnel or qualified rehabilitation representatives; serves as the departmental liaison to client departments regarding activities of the assigned workers' compensation program; works with the City Attorney's office on litigation strategies; and performs other related duties as required.

Distinguishing Features:

This class is the first-level supervisor and/or coordinator of a state-mandated program component in the Worker's Compensation Division. It is responsible for supervision of activities in a claims adjusting and processing unit, or in coordinating the division's vocational rehabilitation program. An incumbent serves as staff assistant to management and acts as liaison to the legal staff on worker's compensation matters. It is distinguished from class 8166 Worker's Compensation Claims Manager in that the latter is the second-level supervisor functioning as the claims manager and responsible for directing the activities of several Claims Processing Units.

Supervision Exercised:

Supervises a group of employees engaged in claims adjudication and/or trains and directs technical support activities of personnel engaged in vocational rehabilitation.

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

When assigned to Claims Adjuster Supervisor:

1. Receives and reviews all incoming workers' compensation claims to determine complexity and assign to appropriate claims adjusting staff.
2. Advises claims adjuster, claims assistants, and support staff on appropriate claims handling techniques.
3. Provides direct claims handling of catastrophic cases, death cases, and confidential complex cases.
4. Serves as the liaison for the workers' compensation coordinators of the client departments.
5. Serves as the workers' compensation technical expert to advise staff on changes and applicability of workers' compensation laws.
6. Audits the work product of claims adjusters to ensure compliance with applicable laws, and departmental best practices.
7. Generates statistical reports and completes analysis of data.
8. Works with the City Attorney's office on litigation strategies for complex claims.
9. Reviews all self-imposed penalties to determine liability and authorizes payment.
10. Authorizes medical treatment for complex medical cases.
11. Reviews the assignment of Qualified Medical Examiners on complex cases.
12. Works collaboratively with Medical Coordinator to establish medical protocols and member panels.
13. Advises Medical Coordinator on issues related to medical clinic operations.

14. Provides ongoing system support to claims staff.
15. Accurately estimates the potential claim costs (reserves) on complex cases.
16. Provides technical assistance to claims adjusters in determining permanent disability award calculations.
17. Directs the claims investigation on complex claims.
18. Negotiates case settlement with injured workers, attorneys, and interested parties.
19. Provides daily supervision, guidance, coaching, and mentoring to assigned staff.
20. Completes ongoing performance evaluations of all assigned staff.
21. Provides specialized technical training, as needed, to staff.
22. Performs related duties and responsibilities as assigned.

When assigned to Vocational Rehabilitation Coordinator:

1. Reviews all workers' compensation claims in which the injured worker is eligible for vocational rehabilitation services.
2. Ensures that proper and timely notices of vocational rehabilitation benefits eligibility are provided to injured workers.
3. Coordinates the development and implementation of vocational rehabilitation services for injured workers with qualified rehabilitation representatives.
4. Provides technical vocational rehabilitation advice and training to claims adjusting staff.
5. Identifies transitional work options in conjunction with client departments for injured employees participating in vocational rehabilitation services.
6. Audits the services and programs provided by qualified rehabilitation representatives to ensure program compliance and service levels.
7. Develops statistical reports and performs data analysis.
8. Represents the City interests related to vocational rehabilitation issues in proceedings before the Workers' Compensation Appeals Board and in formal and informal vocational rehabilitation conferences.
9. Serves as the liaison to client departments on issues related to the vocational rehabilitation program.
10. Performs related duties and responsibilities as assigned.

Job-Related and Essential Qualifications:

Knowledge of: State of California Labor Code applicable to Workers' Compensation or vocational rehabilitation, industry accepted practices, policies, and procedures for the operation of the workers' compensation program or the delivery of vocational rehabilitation services, and medical terminology.

Ability to: analyze investigative reports and medical documents; accurately calculate complex disability ratings and awards; supervise, review, train, coach, and evaluate the technical work of personnel and contractors; communicate in writing in a clear and concise manner using correct grammar, vocabulary, spelling and sentence structure; conduct effective interviews, and speak in a clear, concise, organized, relevant, and understandable manner; establish and maintain effective working relationships, deal courteously and tactfully, and contact and assist employees, departmental personnel, and representatives from outside agencies and organizations; and use a computer system and related software.

Experience and Training Guidelines:

When assigned to Claims Adjuster Supervisor:

1. Four (4) years of verifiable experience adjusting workers' compensation claims; AND
2. Possession of a Self Insurance Administrator's Certificate issued by the State of California, Department of Industrial Relations.

When assigned to Vocational Rehabilitation Coordinator:

1. Four (4) years of verifiable experience providing vocational rehabilitation services for workers' compensation claims; AND
2. Possession of a valid certification as a Certified Rehabilitation Counselor (CRC) issued by the Commission on Rehabilitation Counselor Certification.

Note: Possession of a valid certification as a Certified Disability Management Specialist (CDMS) or as a Certified Case Manager (CCM) issued by the Certification of Disability Management Specialists Commission is preferred.

Essential duties require the following physical skills and work environment: Ability to work in a standard office environment.

Effective Date: May 28, 1965

Amended Dates: 3/10/86; 10/26/98; 2/2/01; 5/11/01

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: WORKERS' COMPENSATION SUPERVISOR II

CODE: 8166

CHARACTERISTICS OF THE CLASS:

Under administrative direction, acts as the claims manager in the administration of the City and County's Self-Insured Workers' Compensation Division; performs work of considerable difficulty in the supervision, review, analysis, and investigation of workers' compensation claims and reports; may serve as the Workers' Compensation Division Manager in case of absence; and performs related duties as required.

DISTINGUISHING FEATURES:

This class is the second-level supervisor in the Workers' Compensation Division of the Retirement System and is responsible for directing, through Workers' Compensation Supervisor I's, the activities of several claims processing units. The Workers' Compensation Supervisor II class is distinguished from the next higher level, Workers' Compensation Division Manager, in that the latter class directs all activities of the Workers' Compensation Program.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Directs the work of employees engaged in handling workers' compensation cases; implements changes in procedures to comply with changes in compensation law.
2. Authorizes and reviews the disbursement of payments for medical expenses, disability benefits and workers' compensation benefits.
3. Authorizes, directs, coordinates and reviews all investigative activities conducted by in-house staff and by outside agencies as required.
4. Represents the Retirement Board before the Workers' Compensation Appeals Board in defense of disputed workers' compensation claims; keeps informed of legislative changes in workers' compensation laws and establishes new procedures necessary to comply with such changes.
5. Directs or personally negotiates the settlement of controversial and high-cost workers' compensation claims; negotiates for the recovery of workers' compensation claims case expenses in subrogation of third party liability.
6. Arranges special medical care for cases of unusual or very serious injury; reviews active workers' compensation claims and prepares estimates of anticipated future costs; supervises preparation of related statistical reports.
7. Discusses cases with doctors, lawyers, department heads, representatives of outside agencies; and explains and interprets applicable charter or legal requirements in connection therewith.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Comprehensive knowledge of: existing codes, charter provisions and regulations pertaining to workers' compensation matters; the policies and procedures of the Retirement System's provision of medical care and disability benefits; modern techniques and trends relative to the operation of a self-insured, self-administered workers' compensation program; the basis for acceptance or rejection of workers' compensation claims against the City and County; and the rating system for disability injuries used by the Division of Industrial Accidents.

Ability to: plan, supervise, review and evaluate the work of subordinates; prepare clear, accurate and detailed financial, statistical and related records and reports; communicate courteously, tactfully and effectively with subordinates, other departmental personnel, and representatives of outside agencies and organizations.

AMENDED: 3-10-86

#0092b

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

8167 PARKING HEARING EXAMINER

DOCUMENTS DEPT.

OCT 22 1999

SAN FRANCISCO
PUBLIC LIBRARY

DEFINITION:

Under direction, conducts administrative review hearings on contested parking citations and towed and booted vehicles in accordance with the California Vehicle and Municipal codes; makes findings of facts and relays decisions in accordance with established procedures to ensure a fair and impartial review; and performs related duties as required.

DISTINGUISHING FEATURES:

The Parking Hearing Examiner is a journey-level class and is distinguished from 8168 Parking Hearing Supervisor in that the Parking Hearing Examiner conducts administrative hearings whereas the Parking Hearing Supervisor assigns, directs and evaluates the work of a group of Parking Hearing Examiners. The work of the Parking Hearing Examiner requires the exercise of considerable independence and judgement. The class is distinguished from the 8162 Rent Board Hearing Officer in that class 8162 by law requires that employees be members of the bar, due to the more complicated nature of the law and hearings, whereas the law for Parking Hearing Examiner requires 20 hours training to conduct parking administrative hearings pursuant to the California Vehicle Code.

SUPERVISION EXERCISED:

None.

EXAMPLE OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Conducts administrative hearings for vehicle owners and drivers on contested parking citations and on towed or booted vehicles; makes findings of fact and renders verbal and written decisions.
2. Completes the investigative procedure in a consistent and timely manner following established departmental procedures.
3. Interfaces with employees of City departments or other agencies to obtain necessary information related to policy, procedures, or answers to specific questions or situations needed to complete cases.
4. Maintains records of hearing decisions and continuances and monitors such cases until brought to conclusion. Retains all evidence and files in all cases in accordance with departmental procedure.
5. Assists the public by responding to inquiries, questions and disputes regarding parking violations and the administrative adjudication process.

6. Accesses and interprets all relevant data from applicable statutes, databases, and case files.
7. Enters all hearing decisions into a computer database; utilizes and operates computer equipment to obtain relevant information.
8. Reviews parking citations and tow information and evaluates testimony and physical evidence and other relevant information; performs related duties required to effectively implement the parking/towing adjudicative program.
9. May conduct public hearings related to parking matters, and/or may act as a liaison for the department in neighborhood outreach programs.
10. Reviews codes, policies, procedures and practices involving the issuance processing, and adjudication of parking citations, towed and booted vehicles on a regular basis.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: California Vehicle Code, Municipal Traffic Code, ordinances and regulations, administrative procedures; mediation methods and techniques.

Ability to: Plan, organize and conduct administrative hearings; interpret and apply the California Vehicle Code, and San Francisco Municipal Traffic Code; deal tactfully and courteously with staff and the general public; work under strict timelines.

Skill to: Resolve/mediate disputes; make sound decisions and judgements; prepare clear, concise written hearing decisions, appeal responses and other correspondence and reports; investigate in order to prove or disprove contested violations/claims; deal with stress and hostile claimants; establish and maintain effective communication with staff and diverse ethnic and economic groups.

EXPERIENCE AND TRAINING GUIDELINES:

- **Experience:** Four years of recent experience in mediation, arbitration, dispute resolution in conducting administrative hearings with the public and problem-solving on a one-to-one basis.
- **Training:** BA degree in Public Administration, or a related field; 20 hours of training pursuant to the California Vehicle Code.

License Certificate: None

Special Requirements: None

Effective: 5/28/99

Amended: 10/15/99

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

OCT 22 1999

SAN FRANCISCO
PUBLIC LIBRARY**8168 PARKING HEARING SUPERVISOR****DEFINITION:**

Under general direction, plans, directs, and participates in, the activities of a section of Parking Hearing Examiners engaged in the administrative adjudication and hearing of contested parking citations and towed and booted vehicles; develops, implements, and enforces parking hearing policies and procedures; represents the department in public meetings; serves as technical advisor on all issues and problems related to administrative hearings on parking; and performs related duties as required.

DISTINGUISHING FEATURES:

The Parking Hearing Supervisor is distinguished from 8167 Parking Hearing Examiner by the increased responsibility of the management and supervision of the Section and coordination of Section activities. The Parking Hearing Supervisor is distinguished from the Deputy Director, Parking Services in that the Parking Hearing Supervisor is responsible for the supervision of the Hearing Section, whereas the Deputy Director is responsible for the management of several sections including Citations, Residential Parking Permits, and Customer Service. By law, the Parking Hearing Supervisor and Hearing Examiners report directly to the Executive Director.

SUPERVISION EXERCISED:

The Parking Hearing Supervisor supervises a group of Parking Hearing Examiners as well as clerical support positions.

EXAMPLE OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 9, the duties specified below are representative of the duties assigned to these classes and are not intended to be an inclusive list.

1. Plans, administers, directs and evaluates the work of the unit including clerical support and Parking Hearing Examiners engaged in administrative parking hearings and tow hearings.
2. Prepares and monitors caseload schedules; reviews Hearing Examiner case documentation, management of each Examiner's caseload, and tracking of Section activities.
3. Reviews all appeals requested by customers; reviews and approves all appeal documentation for citation and towed vehicle appeals.
4. Reviews and approves all refunds and waivers given as a result of Hearing Examiner decision; conducts periodic audits of accounts in conjunction with Controllers Office.
5. Monitors citation and tow hearing statistics and data; monitors hearings and decisions for quality control.
6. Prepares periodic activity and status reports and may prepare press releases relating to citation and tow hearing matters.
7. Reviews and evaluates case decisions to ensure adherence to applicable ordinance regulations and legal standards. Confers with Hearing Examiners on matters/decisions which would create a precedent.
8. Conducts complex, major and specialized cases such as governmental or foreign consulate cases and assists subordinate Hearing Examiners as necessary.

9. Develops and conducts training programs for Hearing Examiners; coaches Examiners.
10. Researches and responds to legal inquiries from the general public.
11. Assists in formulating and implementing policies and procedures regarding the parking administrative hearing process.
12. Serves as liaison to the various City, County & State agencies and to the City Attorney's Office, the Police Department, Municipal Court, DMV, advocacy groups and others in parking hearings and related matters.
13. Formulates Hearing Division annual budget for equipment and staffing requirements.
14. Makes personnel decisions and coordinates with personnel in the hiring and termination of staff and other personnel related matters.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: California Vehicle Code, Municipal Traffic Code, local ordinances, Traffic Commission Resolutions and departmental policies and procedures; modern adjudication practices including methods for resolving conflict and disputes.

Ability to: Use various computer systems; use good judgement when communicating sensitive or controversial information to the public, the media, or governmental representatives; make expert decisions on policy and legal matters; work with a great deal of independence; interpret and apply relevant municipal codes and ordinances.

Skill to: Organize the work of a group of professional Hearing Examiners; coordinate the activities of the section; write and speak effectively with a variety of groups and individuals; considerable skill in conducting and training staff to conduct administrative hearings.

EXPERIENCE AND TRAINING GUIDELINES:

- **Experience:** Six years of recent experience in mediation, arbitration, dispute resolution in conducting administrative hearings with the public and problem-solving on a one-to-one basis.
- **Training:** BA degree in Public Administration, or a related field; MA degree in Public Administration and/or a related field, or law degree preferred; 20 hours of training pursuant to the California Vehicle Code.

License Certificate: None

Effective: 5/28/99

Amended: 10/15/99

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: LEGISLATIVE ASSISTANT, CITY ATTORNEY'S
OFFICE

CODE: 8169

CHARACTERISTICS OF THE CLASS:

Under direction, performs a wide variety of assignments in the City Attorney's Office related to legislative affairs and governmental operations, including work of a highly confidential nature; monitors, processes, researches and drafts proposed legislation; acts as a liaison with members of the Board of Supervisors, other city departments, and the City's state legislative advocate in regard to legislative matters; and performs related duties as required.

DISTINGUISHING FEATURES:

This class serves as a legislative assistant to the deputy city attorney specifically assigned to the Board of Supervisors. It requires an individual with knowledge of governmental operations in order to effectively assist the City Attorney's Office with its responsibility to provide advice to the Board of Supervisors and City departments regarding the legality of proposed legislation.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Assists the deputy city attorney assigned to the Board of Supervisors in the performance of a wide variety of administrative assignments related to the City's legislative process and governmental operations; serves in a liaison capacity with members of the Board of Supervisors and their staff, the Mayor's Office, and other city departments; reviews and prepares background material related to legislation and issues before the Board of Supervisors and its committees.

2. Receives and routes to attorneys requests for legislation and advice from the Board of Supervisors and City departments; coordinates completion of assignments according to established legislative time lines; confers with staff to the Board of Supervisors to facilitate necessary handling of legislative measures.

3. May investigate questions referred by a member of the Board of Supervisors or a representative of a city department relating to the procedures of the Board of Supervisors and general governmental operations; prepares correspondence describing investigative findings with advice about legislation that may be necessary to modify existing procedures and regulations.

4. Conducts special studies and research, and prepares administrative memoranda and reports thereon; drafts ordinances, resolutions, and charter amendments; assists in providing written and oral advice regarding federal and state laws as they affect local regulations; assists with the drafting of amendments to state legislative measures.

5. Reviews, analyzes, monitors, and advises deputy city attorneys about state legislative measures; serves as the legislative coordinator for the City Attorney's Office and represents the City Attorney on the State Legislative Committee; consults with organizations and other governmental entities about state legislative measures.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Requires knowledge of: federal, state, and local legislative processes, appropriate legislative form, governmental operations and sources of information related to them; modern office operations, methods, techniques, and procedures.

Requires ability to: review and analyze legislative proposals, research relevant background material, and prepare summaries, legal documents and correspondence in a concise and logical form; handle work in a confidential manner; organize, prioritize and meet deadlines; work with attention to detail in an environment of frequent deadlines and interruptions; deal tactfully and effectively with members and staff of the Board of Supervisors and other departmental representatives; understand legal terminology.

ADOPTED: 9-18-89

4093c

CLASS TITLE: MEDICAL CLAIMS SUPERVISOR

CODE: 8170

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises and is responsible for the claims section of the health service system; plans, assigns and supervises the activities of subordinate employees engaged in processing medical claims records; and performs related duties as required.

Requires responsibility for: explaining, interpreting and enforcing policies, methods and procedures related to the audit and review of all medical claims of members of the health service system; developing and installing new procedures in connection therewith; making regular contact with professional persons, hospitals, outside agencies and groups, and members of the health service system to exchange information and to explain and interpret services and regulations related to payment of medical claims; preparing, checking and reviewing important detailed and complex medical claims and related statistical records and reports.

EXAMPLES OF DUTIES:

1. Assigns, supervises and reviews the work of employees of the claims section of the health service system; interprets departmental rules, regulations and policies to employees; screens and processes medical claims and audits claims processed by subordinates.
2. Answers inquiries from health service members regarding their claims on major medical coverage or on other disputed claim matters or benefits; assists members in preparing major medical claims forms by advising them of the type of evidence required to submit claims.
3. Prepares correspondence relative to benefits, liability and claims insurance subrogations.
4. Reviews medical claims processing methods and procedures and institutes and recommends changes to improve efficiency of operation.
5. Discusses medical claims or medical services with doctors, hospitals, laboratories and others.
6. Prepares information releases regarding the health service system.
7. Appears before groups to explain various benefits and answer questions concerning medical claims activities and services.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least six years of progressively responsible clerical experience involving health, accident, medical or similar insurance claims work, including two years of supervisory experience; or an equivalent combination of training and experience.

CLASS TITLE: MEDICAL CLAIMS SUPERVISOR (Continued)

CODE: 8170

Knowledge, Abilities and Skills: Requires considerable knowledge of: life, group, accident and health insurance; health, accident claims, compensation and disability evaluation; medical terminology.

Requires ability to: prepare clear, concise and accurate reports; direct the work of others; deal courteously, effectively and tactfully with a variety of outside interests and groups.

PROMOTIVE LINES:

To: No normal promotive line

From: Assistant Medical Claims Supervisor

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: LAW OFFICE MANAGER

CODE: 8171

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, serves as principal assistant to the City Attorney or the District Attorney for administrative and support services including budgetary and fiscal functions, personnel administration, law library, data and word processing services, and clerical support; assigns and directs personnel engaged in these activities; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification reports to executive management in the City Attorney's Office or the District Attorney's Office. It is responsible for directing the administrative and support activities of the department and coordinating these activities with the needs of attorney staff. It is distinguished from positions in the Management Assistant and Administrative Analyst series by its responsibilities for managing a variety of support functions within a complex legal environment.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Coordinates, plans, reviews and directs the activities of subordinate supervisory personnel engaged in the administrative service areas of the department including budget and fiscal functions, personnel, data and word processing services, law library, facilities requirements, purchasing, and clerical support services.

2. Meets regularly with the executive management and senior attorney staff to discuss ongoing programs and practices, and the formulation of new or revised policies and procedures; coordinates executive management decisions with subordinate supervisory personnel; maintains liaison with department heads and senior management in other City Departments.

3. Directs management information system (MIS) staff in the development, implementation and maintenance of specialized legal data and word-processing systems which include systems for legal services billing, case tracking, legal research, litigation support, docket, personnel, budget and accounting.

4. Directs fiscal staff in the preparation and administration of the annual department budget in accordance with city policies and procedures; conducts budget negotiations with the Mayor's and Board of Supervisor's budget staff; recommends reallocation of budget appropriations and expenditures; supervises statistical studies and develops recommendations for long-range fiscal planning.

5. Manages the departmental personnel program; participates in the recruitment of exempt personnel, and selects non-attorney staff; develops and implements departmental policies and procedures; develops training programs; coordinates personnel transactions with Civil Service.

6. Directs through subordinate supervisors a large clerical staff in the preparation of a wide variety of specialized legal reports and complex legal procedures; evaluates work methods and procedures, and plans and implements new or revised systems in order to improve efficiency and reduce costs.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Thorough knowledge of: the administrative operations of a large law office, including law library and management information services; the principles, practices and techniques of management and office procedures as they apply to a law office; the principles, development and use of budget preparation and fiscal management.

Considerable ability to: plan, organize and supervise the work of subordinates and the activities of administrative support areas; meet and deal effectively with public and private officials, subordinates, and the general public.

Adopted: August 15, 1988

Amended: Sept. 18, 1989

CLASS TITLE: JUVENILE COURT REFEREE

CODE: 8172

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, hears, evaluates and makes recommendations to the juvenile court on juvenile delinquency cases; and performs related duties as required.

Requires responsibility for: interpreting, coordinating and enforcing existing methods and procedures relating to the investigation of juvenile delinquency cases; making regular responsible contacts with parents, juveniles, their legal representatives, the courts and outside individuals and organizations involved in handling juvenile delinquency cases; preparing and checking important and detailed written recommendations as to the disposition of juvenile cases.

EXAMPLES OF DUTIES:

1. Hears, weighs and considers all evidence presented in juvenile cases through investigations by police, probation officers and others; prepares and submits recommendations as to the disposition or handling of juvenile cases; questions parents, juveniles and witnesses relative to additional evidence or information concerning assigned cases.

2. Counsels and admonishes parents and juveniles as necessary; confers with probation officers on the treatment and needs of court wards and with parents on behavior problems of court wards.

3. Prepares cases for hearings by reading petitions, probation officers' reports and records, psychiatric reports and other written data and legal documents.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited law school, supplemented by at least eight years of progressively responsible experience in social or probationary work involving juveniles; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: existing laws, ordinances and codes relating to juvenile delinquency and related court practices and procedures; the behavior patterns and motivations of juveniles.

Requires considerable ability to: objectively review evidence and information related to juvenile cases and prepare sound recommendations thereon; work effectively and with understanding in handling juvenile delinquency cases; prepare accurate, concise and information evaluations of the circumstances surrounding juvenile cases.

PROMOTIVE LINES:

No normal lines of promotion; position exempt from examination.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: LEGAL ASSISTANT

CODE: 8173

CHARACTERISTICS OF THE CLASS:

Under supervision of an attorney, performs a variety of paraprofessional legal duties for one of the legal departments of City government; engages in legal research assignments; interviews clients; assists in the preparation of legal documents and instruments; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class are established in order to effectively utilize the services of individuals who have completed a paraprofessional legal curriculum or related training. Employees in this class provide a variety of legal services and carry out important assignments not requiring the expertise of a professional attorney.

EXAMPLES OF DUTIES:

1. Investigates, collects and compiles case materials and documentary evidence in contract and personal injury litigation.
2. Drafts Complaints, Affidavits, Motions, Interrogatories and other pleadings connected with trial preparation and discovery; interviews witnesses and assists the attorney at trial or at depositions.
3. Performs legal research and assists in the preparation of contracts, leases, briefs and legal opinions; may perform statistical research required for litigation.
4. Assists in the preparation of legislation, including research of existing statutes and regulations, review of existing legislation for possible conflicts with proposed legislation and analysis or digesting of proposed legislation.
5. As assigned, maintains a tracking system for adjusting claims against the City, coordinates investigation and departmental review of claims and communicates with members of the public and departmental representatives relative to claims against the City.
6. Corresponds and communicates with attorneys, representatives of other governmental agencies and the general public.
7. As assigned, analyzes depositions, exhibits, and pleadings to extract facts pertinent to issues argued on brief; may assemble exhibits, affidavits and other legal documents for use in preparing a trial.
8. Interviews citizens with complaints and obtains information for appropriate City legal department; may observe a variety of legal conferences and proceedings; when assigned, attends and observes court room activities.

DESIRABLE QUALIFICATIONS:

Training and Experience: Completion of a certificated Paralegal Studies curriculum, or possession of an AA degree or higher with six months work experience in a legal setting, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: legal procedures, legal terminology and legal research techniques.

Requires ability to: speak and write effectively; analyze legal problems; perform legal research with accuracy and initiative; accept written and oral instructions; deal tactfully with attorneys, office personnel, court personnel, representatives of other governmental entities and the general public.

ADOPTED: 1-7-80



CLASS TITLE: ATTORNEY (CIVIL)
(CRIMINAL)

CHARACTERISTICS OF THE CLASS:

Under direction , performs beginning level professional legal work in the Public Defender, City or District Attorney's office; and performs related duties as required.

Requires responsibility for: interpreting and carrying out existing methods and procedures relative to the operations of assigned office; making regular contacts with other legal personnel, court officials and the general public relative to assigned legal matters; preparing and reviewing legal instruments and papers of average difficulty.

EXAMPLES OF DUTIES:

CIVIL:

1. Prepares and prosecutes or defends ordinary routine civil actions involving contracts, personal injury and damage cases and other litigation.
2. Represents the city in matters before the industrial accident commission involving claims for workmens' compensation benefits; prosecutes actions for damages to city property and collection of personal property taxes.
3. Prepares opinions or legal actions of average difficulty and assists with more important and complex legal matters, including the preparation of contracts, leases, deeds, charter amendments, ordinances and resolutions.

CRIMINAL:

1. Hears complaints from the general public and representatives of the police department to determine the necessity for the issuing of citations or warrants; issues citations and conducts citation hearings and determines the necessity for issuing warrants.
2. Assists in the preparation of criminal cases for trial.
3. Prepares daily court calendar and maintains various records of warrants and citations issued.
4. Provides legal counsel or advice to persons charged with violations of the criminal code who are financially unable to employ legal counsel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited law school, supplemented by at least two years of progressively responsible experience as a practicing attorney; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: state and municipal codes, laws and ordinances as applied to civil or criminal law.

Requires ability to: speak and write effectively in connection with the preparation and presentation of legal matters; deal tactfully and with judgment with law enforcement agencies, complainants and the general public in connection with legal responsibilities of assigned office.

License: Requires membership in the State Bar Association and license to practice in all State Courts.

PROMOTIVE LINES: No normal lines of promotion - position exempt from examination

CLASS TITLE: TRIAL ATTORNEY (CIVIL)
(CRIMINAL)

CODE: 8176

CHARACTERISTICS OF THE CLASS:

Under general direction, performs professional legal work of an advanced level in the prosecution or defense of civil or criminal cases for the public defender, city or district attorney's office; and performs related duties as required.

Requires responsibility for: interpreting and carrying out existing methods and procedures relative to the prosecution or defense of assigned cases; making regular contacts with other legal personnel, court officials and the general public relative to assigned legal matters; preparing, checking and reviewing important legal instruments and papers in connection with assigned cases.

EXAMPLES OF DUTIES:

1. Prepares and prosecutes or defends ordinary routine civil actions in which the city is involved, such action usually involving property damage, personal injury claims, contracts and other litigation; prosecutes action for enforcement of ordinances and abatement of nuisances in the superior court; represents the city in matters before the industrial accident commission in connection with workmens' compensation claims.
2. Prepares briefs on appeals to the appellate department of the superior court and to other appellate courts; prepares legislation and contracts of average difficulty; prepares opinions of legal questions of average difficulty; assists with more important and complex legal matters.
3. Defends persons charged with misdemeanors in court and jury trials and preliminary felony hearings in the municipal court; interviews witnesses and defendants in the preparation of such cases; handles daily calendar in the prosecution or defense of criminal matters in the municipal court.
4. Supervises the investigation of felonies prior to preliminary hearings and prosecutes or defends at preliminary hearings of felony cases; interviews witnesses and law enforcement officers in connection with assigned cases; serves as relief attorney in the prosecution or defense of cases before the superior court; prepares and argues appeals in appellate division of the superior court.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited law school, supplemented by at least four years of progressively responsible experience as a practicing attorney, with emphasis on jury trial and courtroom experience; or an equivalent combination of training and experience.

CLASS TITLE: TRIAL ATTORNEY (CIVIL)

(CRIMINAL) (Continued)

CODE: 8176

Knowledge, Abilities and Skills: Requires good knowledge of state and municipal codes, laws and ordinances as applied to civil or criminal law trial and courtroom procedures.

Requires ability to: speak and write effectively in connection with the preparation and presentation of legal matters at trials and hearings; research, investigate and compile legal evidence and information; deal tactfully and with judgment with law enforcement agencies in connection with the legal responsibilities of the assigned office.

License: Requires membership in the state bar association and license to practice in all state courts.

PROMOTIVE LINES:

No normal lines of promotion - positions exempt from examination.

CLASS TITLE: SENIOR ATTORNEY (CIVIL)
(CRIMINAL)

CODE: 8178

CHARACTERISTICS OF THE CLASS:

Under general direction, performs difficult and responsible professional legal work in the public defender, city or district attorney's office in connection with the prosecution or defense of important civil or criminal cases; and performs related duties as required.

Requires considerable responsibility for: interpreting and carrying out existing methods and procedures relative to the legal processes of assigned office; making regular contacts with other legal personnel, court officials and law enforcement agencies relative to assigned legal matters; preparing and reviewing important legal instruments and papers relative to assigned cases.

EXAMPLES OF DUTIES:

1. Serves as legal representative for the city on regulatory matters before the state public utilities commission; examines and cross-examines witnesses; prepares briefs and presents oral arguments to the commission; represents the city before courts and administrative bodies on taxation matters; represents the city in court cases of medium difficulty involving personal injury and property damage, contracts and other litigation.
2. Prepares drafts of legislation on municipal matters covering a variety of subjects; drafts leases and contracts and examines insurance policies and bonds to assure compliance with terms and conditions of leases and permits; drafts formal opinions on a variety of legal questions.
3. Prosecutes actions for mandatory injunctions to abate public nuisances; prepares pre-trial statements and participates in pre-trial conferences; serves as counsel to persons charged with the commission of crimes who are financially unable to employ counsel; represents such defendants in criminal court and jury trials.
4. Tries jury and non-jury criminal cases in the superior court; interviews witnesses; makes investigations and writes legal briefs in conjunction with assigned cases and trials.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited law school, supplemented by at least six years of progressively responsible experience as a practicing attorney, with emphasis on jury trial and courtroom experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: state and municipal codes, laws and ordinances as applied to civil or criminal law; legal processes relating to courtroom and jury trial activities.

CLASS TITLE: SENIOR ATTORNEY (CIVIL)
(CRIMINAL) (Continued)

CODE: 8178

Requires considerable ability to: speak and write effectively in connection with the preparation and presentation of assigned legal cases; exercise judgment and tact in dealing with court officials, juries and law enforcement agencies in connection with legal assignments.

License: Requires membership in the state bar association and license to practice in all state courts.

PROMOTIVE LINES:

No normal lines of promotion - positions exempt from examination.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PRINCIPAL ATTORNEY (CIVIL)(CRIMINAL)

CODE: 8180

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, performs extremely difficult and responsible professional legal work in the Public Defender, City or District Attorney's Office in connection with the defense or prosecution of major civil or criminal cases; and performs related duties as required.

Requires considerable responsibility for: interpreting and carrying out existing methods and procedures relative to the legal processes of the office in which assigned; making regular important contacts with other legal personnel, court officials and law enforcement agencies in connection with assigned cases; preparing and reviewing complex legal instruments and papers relative to assigned cases.

EXAMPLES OF DUTIES:

CIVIL:

1. Defends the city in major court cases involving personal injury, accident and property damage claims, contracts and other litigation; performs all phases of trial preparations including pleadings, motions, pre-trial statements and similar instruments and processes; prepares and prosecutes appeals before higher courts when necessary.

2. Researches and prepares opinions in response to a wide variety of questions concerning the Public Utilities Commission and its activities; prepares similar written opinions on major issues for city and county officers, Boards and Commissions; acts as assistant to the deputy assigned as legislative advocate to the State Legislature; attends legislative sessions as required; presents policy on bills affecting the interests of the city and county.

3. Prepares and files court cases and represents the city in eminent domain cases necessary to acquiring land for redevelopment purposes; prepares charter amendments, ordinances, resolutions and other legislative documents; supervises and participates in all legal processes necessary to the enforcement of the reciprocal support act.

CRIMINAL:

1. Prepares and prosecutes or defends, by jury or non-jury trial, major criminal cases in the Superior Courts; interviews witnesses, law enforcement officers and other citizens and representatives in connection with such cases; examines all physical evidence necessary for the prosecution or defense of each case.

2. Receives and investigates complaints of claims involving minors; interviews witnesses and issues warrants for arrest when required.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited law school, supplemented by at least eight years of progressively responsible experience as a practicing attorney, with emphasis on jury trial and courtroom experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: state and municipal codes, laws and ordinances as applied to civil or criminal law; legal

CLASS TITLE: PRINCIPAL ATTORNEY (CIVIL)(CRIMINAL)
(Continued)

CODE: 8180

processes concerned with courtroom and jury trial activities.

Requires considerable ability to: speak and write effectively in connection with the presentation and interpretation of assigned legal cases; exercise considerable independent judgment and tact in dealing with court officials, juries and law enforcement agencies in connection with legal assignments.

License: Requires membership in the State Bar Association and license to practice in all state courts.

PROMOTIVE LINES:

No normal lines of promotion - positions exempt from examination

AMENDED: 12/1/66

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: ASSISTANT CHIEF ATTORNEY I

CODE: 8181

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, assists the Chief Trial Deputy in assigning and supervising the prosecution and/or defense of major criminal and civil cases; trains and counsels subordinate attorneys; may have personal responsibility for the most important cases; acts as Assistant Utility General Counsel or as legal adviser to the Board of Supervisors; and performs related duties as required.

Requires major responsibility for assisting in developing, coordinating and interpreting policies and procedures of the legal department to which assigned; making very important contacts with law enforcement agencies, city officials, court officials and outside organizations regarding a wide variety of legal matters; supervising and preparing extremely complex legal instruments and documents.

EXAMPLES OF DUTIES:

Civil

1. Assists the Chief Trial Deputy in the preparation of the most involved and important contract, personal injury, accident and damage cases and other litigation for and against the City; assists in assigning, supervising and reviewing work of subordinate attorneys; assists in the development of effective trial tactics.
2. Handles special cases involving particular City departments; exercises independent judgment in advising City departments and officials on important points of the law; serves as a special legal assistant to a City department when assigned; drafts legal documents, legislation, contracts, Charter amendments, ordinances and resolutions; supervises and reviews work of subordinate attorneys in the preparation of such legal materials.
3. Assists the Utilities General Counsel in supervising all utilities litigation work involving the Municipal Railway, Hetch Hetchy, the Water Department, and the San Francisco Airports Commission; acts for the Utilities General Counsel in his absence; drafts and reviews resolutions; drafts legal opinions involving utilities operations; tries or supervises the trial of utility litigations.
4. Acts as legal adviser to the Board of Supervisors in advising on all legal issues; drafts litigation or supervises the preparation of Charter amendments, legal opinions and participates in the review of litigation involving the Board of Supervisors' ordinances and the City Charter; advises and directs all deputies in the preparation of opinions, legislation and Charter amendments for submission to the Board of Supervisors.

Criminal

1. Assists the Chief Trial Deputy in the preparation, prosecution and/or defense of the most involved and important criminal cases; assists in the supervision and review of the work of subordinate attorneys and investigators; supervises and participates in preparation of evidence for the Grand Jury relative to the issuance of possible indictments.
2. Advises and directs subordinate attorneys on office policy regarding Municipal Court and Superior Court assignments as well as felony preliminary hearings; assists in the operation of the Master Calendar; supervises and participates in the preparation of appeals to the State Supreme Court; may assist in determining court assignments for staff attorneys; may direct training procedures for subordinate attorneys.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited law school, supplemented by at least ten years of progressively responsible experience as a

MINIMUM QUALIFICATIONS: (contd)

practicing attorney, with emphasis on jury trial and courtroom work, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: State, federal and municipal codes, laws, and ordinances, particularly as applied to civil and criminal laws; legal processes and techniques of courtroom and jury trial work; administrative techniques and methods.

Requires unusual ability to: Speak and write effectively in the preparation and presentation of assigned legal cases; exercise considerable judgment and tact in dealing with court officials, juries, law enforcement agencies and other governmental agencies in connection with legal assignments.

License: Requires membership in the State Bar Association and license to practice in all State courts.

PROMOTIVE LINES:

Positions exempt from examination.

Adopted: 12/3/73

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: HEAD ATTORNEY (CIVIL)(CRIMINAL)

CODE: 8182

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, performs the most difficult and responsible professional legal work in the City or District Attorney's Office in connection with the prosecution or defense of involved and important civil and criminal cases; assigns, supervises and reviews the work of subordinate attorneys; and performs related duties as required.

Requires major responsibility for: interpreting, carrying out and assisting in the development of methods and procedures relative to the legal processes of the office in which assigned; making regular responsible contacts with other legal personnel, court officials, law enforcement agencies and outside organizations relative to assigned legal matters; preparing and reviewing extremely complex and important legal instruments and documents in connection with assigned cases.

EXAMPLES OF DUTIES:

CIVIL:

1. Prepares for trial and tries the most involved and important contract, personal injury, accident and damage cases and other litigation for and against the city; assigns, supervises and reviews the work of subordinate attorneys handling similar cases of lesser scope and responsibility; assigns and supervises the work of investigators in preparing for and trying injury and damage cases; advises subordinate personnel on problems of trial tactics; provides legal advice and opinions on the powers, duties and responsibilities, legal methods and procedures, the conduct of quasi-judicial hearings and the reception of evidence therein for the Board of Supervisors.

2. Prepares, reviews and approves proposed contracts, charter amendments, ordinances and resolutions for form and content; writes legal opinions covering a wide variety of legal problems; and reviews and approves legal opinions prepared by subordinate personnel; serves as legal adviser to the Board of Supervisors and in matters concerning state legislation; attends Board meetings and acts as legislative advocate to the State Legislature; attends legislative sessions as required; presents policy on bills affecting the interests of the City and County.

3. Prepares and tries condemnation actions in connection with the acquisition of privately owned lands for municipal proposals; negotiates settlements of any such condemnations prior to and subsequent to legal action; prepares briefs and argues condemnation matters before the District Court of Appeals and the Supreme Court when necessary.

CRIMINAL:

1. Prepares and prosecutes the most involved and important criminal cases in the Superior Court; advises, supervises and reviews the work of subordinate attorneys and investigators in connection with the prosecution of criminal cases; supervises and participates in the gathering and presentation of evidence to the Grand Jury relative to possible issuing of indictments by the Grand Jury.

CLASS TITLE: HEAD ATTORNEY (CIVIL)(CRIMINAL)
(Continued)

CODE: 8182

2. Advises, supervises and reviews the work of subordinate attorneys in connection with the presentation of felony preliminary hearings and trials of all misdemeanor cases in the Municipal Court; is responsible for the issuance of all citations, both felony and misdemeanor; assigns and hears all complaints and citation matters; disposes of suspicion-of-felony arrests.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited law school, supplemented by at least ten years of progressively responsible experience as a practicing attorney, with emphasis on jury trial and courtroom work, including at least two years of responsible supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: state and federal and municipal codes, laws and ordinances, particularly as applied to civil and criminal laws; legal processes and techniques of courtroom and jury trial work; administrative techniques and methods, particularly as they relate to the activities of the City or District Attorney's Office.

Requires unusual ability to: speak and write effectively in the preparation and presentation of assigned legal cases; exercise considerable judgment and tact in dealing with court officials, juries, law enforcement agencies and other governmental agencies in connection with legal assignments.

License: Requires membership in the State Bar Association and license to practice in all state courts.

PROMOTIVE LINES:

No normal line of promotion - positions exempt from examination

AMENDED: 12/1/66

(NEW CLASS)

CLASS TITLE: ASSISTANT CHIEF ATTORNEY (CIVIL & CRIMINAL)

CODE: 8183

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, in the City or District Attorney's office, acts as Chief Trial Deputy in supervising the prosecution of all civil and criminal cases or as Assistant Chief Deputy in exercising administrative control over the assignment and review of all non-tort cases and legal opinions; assigns and supervises the work of subordinate attorneys engaged in the prosecution or defense of the most difficult and involved civil and/or criminal cases; may personally prepare for trial the most involved and difficult cases, and performs related duties as required.

Requires major responsibility for: Assisting in developing, coordinating and executing policy, methods and procedures relative to the legal processes of the office in which assigned, making regular responsible contacts with other legal personnel, court officials, law enforcement agencies, outside organizations relative to assigned legal matters; supervising the preparation and reviewing of complex and important legal instruments and documents in connection with the assigned cases.

EXAMPLES OF DUTIES:

Civil:

1. Acts as Chief Trial Deputy in the preparation and prosecution of the most involved and important contract, personal injury, accident and damage cases and other litigation for and against the City; assigns, supervises and reviews the work of subordinate attorneys handling similar cases of lesser scope and responsibility; assigns and supervises the work of investigators in preparing for and trying injury and damage cases; advises subordinate personnel on problems of trial tactics, supervises and reviews legal advice and opinions on the powers, duties and responsibilities, legal methods and procedures, the conduct of quasi-judicial hearings and the reception of evidence therein for the Board of Supervisors.

2. Prepares, reviews and approves proposed contracts, Charter Amendments, Ordinances and Resolutions for form and content; writes and reviews legal opinions covering a wide variety of legal problems; reviews and approves legal opinions prepared by subordinate personnel; presents policy on bills affecting the interests of the City and County.

3. Supervises the preparation of and tries condemnation actions in connection with the acquisition of privately owned lands for municipal proposals.

Criminal:

1. Acts as Chief Trial Deputy in the preparation and prosecution of the most involved and important criminal cases in the Superior Court; advises, supervises and reviews the work of subordinate attorneys and investigators in connection with the prosecution of criminal cases; supervises and participates in the gathering and presentation of evidence to the Grand Jury relative to possible issuing of indictments by the Grand Jury.

2. Advises, supervises and reviews the work of subordinate attorneys in connection with the presentation of felony preliminary hearings and trials of all misdemeanor cases in the Municipal Court; supervises the issuance of all citations, both felony and misdemeanor, assigns all complaints and citation matters; supervises the disposal of suspicion-of-felony arrests.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited law school, supplemented by at least ten years of progressively responsible experience as a practicing attorney, with emphasis on jury trial and courtroom work, including at least three years of responsible supervisory and administrative experience; or an

CLASS TITLE: ASSISTANT CHIEF ATTORNEY (CIVIL & CRIMINAL)

CODE: 8183

MINIMUM QUALIFICATIONS: (contd)

equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of state, federal and municipal codes, laws and ordinances, particularly as applied to civil and criminal laws; legal processes and techniques of courtroom and jury trial work; administrative and supervisory techniques and methods, particularly as they relate to the activities of the City or District Attorney's office.

Requires unusual ability to: Speak and write effectively in the preparation and presentation of assigned legal cases; exercise considerable judgment and tact in dealing with court officials, juries, law enforcement agencies and other governmental agencies in connection with legal assignments.

License: Requires membership in the State Bar Association and license to practice in all state courts.

Adopted: 6/2/71

SAN FRANCISCO CIVIL SERVICE COMMISSION

ENTITLED & AMENDED)

CLASS TITLE: CHIEF ATTORNEY II (CIVIL & CRIMINAL)

CODE: 8184

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, performs the most difficult and responsible professional civil and/or criminal legal work in the City or District Attorney's office; serves as chief assistant in one of these offices or as Utilities General Counsel; assigns, supervises and reviews the work of subordinate attorneys; and performs related duties as required.

Requires major responsibility for: Developing, coordinating and executing policy, methods and procedures relative to the legal processes of the office in which assigned; making regular responsible contacts with other legal personnel, court officials, law enforcement agencies and outside organizations relative to assigned legal matters; supervising the preparation of and reviewing extremely complex and important legal instruments and documents in connection with assigned cases.

SAMPLES OF DUTIES:

Civil:

1. Prepares for trial and tries the most involved and important contract, personal injury, accident and damage cases and other litigation for and against the City; assigns, supervises and reviews the work of subordinate attorneys handling similar cases of lesser scope and responsibility; assigns and supervises the work of investigators in preparing for and trying injury and damage cases; advises subordinate personnel on problems of trial tactics; provides legal advice and opinions on powers, duties and responsibilities, legal methods and procedures, the conduct of quasi-judicial hearings and the reception of evidence therein for the Board of Supervisors.

2. Prepares, reviews and approves proposed contracts, Charter Amendments, Ordinances and Resolutions for form and content; writes legal opinions covering a wide variety of legal problems and reviews and approves legal opinions prepared by subordinate personnel.

3. Prepares and tries condemnation actions in connection with the acquisition of privately owned lands for municipal purposes; negotiates settlements of many such condemnations prior to and subsequent to legal action; prepares briefs and argues condemnation matters before the District Court of Appeals and the Supreme Court.

4. As Utilities General Counsel, performs technical and highly specialized professional legal work in connection with the functions of the Public Utilities Commission and the Airports Commission; supervises and reviews the work of subordinate legal personnel in connection therewith; consults with and advises the Public Utilities Commission and the Airports Commission and their executive officers on utility legal matters.

Criminal:

1. Prepares and prosecutes the most involved criminal cases in the Superior Court; advises, supervises and reviews the work of subordinate attorneys and investigators.

2. Acts as legal adviser to the Grand Jury on criminal matters; represents and Jurors in court when Grand Jury selection system is challenged; supervises and participates in the gathering and presentation of evidence to the Grand Jury relative to the possible issuing of indictments.

3. Advises the police prior to arrests in criminal investigations of major importance; supervises the issuance of arrest warrants and serving of warrants; advises on identification and interrogation procedures prior to arrest to insure conformance with constitutional requirements.

EXAMPLES OF DUTIES: (contd)

Criminal:

4. Supervises the Bureau of Family Relations, handling cases of family disputes and non-support problems and the Aid to Families with Dependent Children Division concerned with investigation where State Aid for Dependents is required.

5. Supervises the uniform enforcement of Reciprocal Support Division which is required by law to file and prosecute civil cases in the Superior Court Domestic Relations Court concerning the support of dependents and the filing and prosecution of civil paternity suits.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited law school, supplemented by at least ten years of progressively responsible experience as a practicing attorney with emphasis on jury trial and courtroom work or Public Utilities work, including at least five years of responsible supervisory and administrative experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: State, Federal and municipal codes, laws and ordinances, particularly as applied to civil and criminal laws; legal processes and techniques of courtroom and jury trial work and/or the legal processes as they relate to Public Utilities operations; administrative and supervisory techniques and methods, particularly as they relate to the activities of the City Attorney and District Attorney.

Requires unusual ability to: Speak and write effectively in the preparation and presentation of assigned legal cases; exercise considerable judgment and tact in dealing with court officials, juries, law enforcement agencies and other governmental agencies in connection with legal assignments.

License: Requires membership in the State Bar Association and license to practice in all courts of the State.

PROMOTIVE LINES:

No normal lines of promotion - position exempt from examination.

Amended: 11/3/69; 6/2/71

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCESSAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: DIRECTOR, CHILD SUPPORT SERVICES

JOB CODE: 8185

Business Unit: COMM

Definition: Pursuant to state law and in accordance with policies, rules and procedures of the State Department of Child Support Services, the Director exercises complete responsibility for the administration of the Child Support Services for the City and County of San Francisco, including planning, organizing, directing, and coordinating all the functions and activities of the department; and reviewing, developing and initiating programs designed to maximize effectiveness of the child support establishment and enforcement activities, and performing related duties as required.

Distinguishing Features: This position, appointed by the Mayor, reports and responds to the State Director of the Department of Child Support Services and is responsible for administering the City and County's Child Support Services. This single position classification is distinguished by its responsibility for organizing and administering a department composed of child support officers, attorneys, clerical and administrative personnel engaged in the collection of revenues in accordance with the Federal and State laws pertaining to establishing, modifying, and enforcing child support obligations, enforcing spousal support orders, and determining paternity in the case of a child born out of wedlock.

Supervision Exercised: This position directs investigators, attorneys, clerical, and administrative personnel through subordinate supervisors.

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Plans, organizes, directs and coordinates the activities of the Child Support Services Department in the formulation and establishment of policies and procedures relating to collections, investigations and enforcement activities; directs and reviews the work of administrative, investigative, and legal personnel.
2. Analyzes child support legislation and policies; plans and establishes administrative procedures and practices that ensure the systematic and efficient operation of the department.
3. Directs, through subordinate supervisory personnel, all establishment, enforcement and collections activities; establishes training programs for investigative and enforcement personnel; reviews the efficiency of various units of the department; evaluates subordinate's performance and participates in the selection of department personnel.
4. Prepares the department's annual budget in coordinating effort with the division managers; identifies operational problems and formulates appropriate solutions.
5. Represents the department at meetings before the Board of Supervisors, legislative bodies, or special committees; maintains effective working relationships with members of community groups, agencies, labor organizations, advocacy groups and other governmental organizations.
6. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications:

Knowledge of: child support programs, including the establishment, modification and enforcement of child support orders; federal and state civil and criminal laws and regulations applicable to the delivery of child support services; child support practices and procedures of the local courts.

Ability to: effectively manage a complex organization, including goal setting, budget preparation and management, personnel and long-term planning; manage automation efforts, including the direction of system development, maintenance and operational efforts; provide effective leadership; analyze and implement program mandates; analyze complex problems and recommend solutions; work cooperatively with diverse interest groups and governmental organizations; communicate effectively in writing and orally in a clear, logical and concise manner.

Experience and Training Guidelines:

Experience: Responsible supervisory, administrative, or managerial experience relating to the planning, organizing, and directing of various functions of a child support agency. Experience must have included systems resource analysis and management, including hardware and software inventory.

Training: Possession of a baccalaureate degree from an accredited college or university with major coursework in public administration, business administration, psychology, sociology, or closely related field to the department program or function.

Substitution: Four (4) years of professional administrative/management experience performing duties in a public agency, including two (2) years in a senior-level administrative or management position may be substituted for the required baccalaureate degree.

Note: This class is exempt from Civil Service examination by California Family Law Code Section 17304(e).

ADOPTED: 8/2/76

AMENDED: 2/22/76 and 7/21/86

AMENDED AND RETITLED: 11/3/00

Reason for Amendment: The child support function of the Office of the District Attorney was transitioned to a separate Department of Child Support Services pursuant to state law.

CLASS TITLE: ATTORNEY FOR THE PUBLIC ADMINISTRATOR

CODE: 8186

CHARACTERISTICS OF THE CLASS:

Under general direction, performs extremely difficult and responsible professional legal work in connection with the operations of the public administrator's office; and performs related duties as required.

Requires responsibility for: assisting in originating, developing and coordinating policies and methods relating to the legal activities of the public administrator's office; making continuing important personal contacts with department heads, lawyers, judges, heirs and friends of decedents and the public in general; initiating and reviewing important financial and legal records and documents.

EXAMPLES OF DUTIES:

1. Plans, assigns and reviews all legal work for the public administrator; makes legal determinations and gives written instructions with regard to heirs entitled to distribution of estates being administered; checks the sufficiency of proof of heirships submitted and takes necessary actions to secure proof of heirship.

2. Recommends approval or rejection and passes on all of the claims against the estates of decedents under jurisdiction of the public administrator.

3. Checks all inventories and appraisements in estates and gives instructions as to the disposition of remaining real and personal property.

4. Interviews and answers inquiries of persons interested in estates and claimants against estates.

5. Supervises the preparation of all decrees of distribution, orders settling accounts and other probate orders; contacts other attorneys and answers inquiries concerning estates being administered by the public administrator.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited law school, supplemented by at least eight years of progressively responsible experience as a practicing attorney, with emphasis on civil and probate experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: legal principles and procedures followed in the processing of civil and probate cases and state and municipal codes, laws and ordinances applicable thereto.

Requires considerable ability to: gather, analyze and apply legal data and evidence; present legal arguments and statements effectively in oral and written form; handle legal correspondence and procedures with tact and accuracy; analyze situations accurately and adopt an effective course of action; inspire confidence in clients and work effectively with representatives of other agencies.

CLASS TITLE: ATTORNEY FOR THE PUBLIC ADMINISTRATOR
(Continued)

CODE: 8186

License: Requires membership in the state bar association and license to practice in all state courts.

PROMOTIVE LINES:

No normal lines of promotion: positions exempt from examination.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

JOB CODE TITLE: CHIEF, FAMILY SUPPORT INVESTIGATOR

**JOB CODE: 8187
Business Unit: COMMN**

Under general direction, plans, organizes and directs the investigative activities of the child support enforcement program; participates in the development of policies and enforces adherence to procedures. Position exempt under Charter Section 10.104-13.

**EFFECTIVE DATE: 6/19/00
RETITLED AND AMENDED: 8/21/00**

DOCUMENTS DEPT.

SEP - 5 2000

SAN FRANCISCO
PUBLIC LIBRARY



CLASS TITLE: PUBLIC UTILITIES COUNSEL

CODE: 8188

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, performs technical and highly specialized professional legal work in connection with the functions of the public utilities commission; supervises and reviews the work of large numbers of subordinate legal personnel in connection therewith; and performs related duties as required.

Requires major responsibility for: developing, coordinating and executing policies and methods relative to the legal aspects of public utilities operations; making regular responsible contacts with other legal personnel, state and federal officials and outside organizations in handling the legal matters of the commission; supervising the preparation of and reviewing important legal documents, contracts and leases affecting public utilities operations.

EXAMPLES OF DUTIES:

1. Consults with and advises the commission and manager of utilities on legal matters affecting all departments and bureaus under the control of the public utilities commission.
2. Participates in conferences and negotiations with city, county, state and federal officials on various legal matters; prepares or supervises the preparation of contracts, leases, memoranda and other legal documents; drafts opinions on a large variety of legal matters affecting the commission.
3. Assigns, supervises, consults with and reviews the legal work of assigned attorneys.
4. Represents the commission and all departments and bureaus under its control at hearings and meetings of city, county, state and federal agencies, boards and commissions and handles major legislation involving the commission in state and federal courts.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited law school, supplemented by at least twelve years of progressively responsible experience as a practicing attorney with emphasis on public utilities work, including at least five years of responsible supervisory and administrative experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: state, federal and municipal laws, particularly as they relate to public utilities activities; the legal processes of the various agencies, commissions and state and federal governments applicable to public utilities operations; modern administrative techniques and methods, particularly as applied to the public utilities commission and the departments under its jurisdiction.

CLASS TITLE: PUBLIC UTILITIES COUNSEL (continued)

CODE: 8188

Requires unusual ability to: speak and write effectively in the preparation and presentation of legal cases involving the commission; exercise good judgment and tact in dealing with officials, other governmental agencies, courts and representatives of outside interests in connection with legal requirements of the commission.

License: Requires membership in the state bar association and a license to practice in all state courts.

PROMOTIVE LINES:

No normal lines of promotion - position exempt from examination.

SAN FRANCISCO CIVIL SERVICE COMMISSION

(RENUMBERED)

CLASS TITLE: SPECIAL ASSISTANT II,
MAYOR'S CRIMINAL JUSTICE COUNCIL

CODE: 8189

CHARACTERISTICS OF THE CLASS:

Under general direction, performs difficult and responsible planning work involving research and analysis of a wide variety of factors affecting criminal justice; consults with representatives of public agencies and private organizations in connection with council activities; prepares important reports, memoranda, grant applications and other documents; reviews proposed and existing legislation of concern to the Council; and performs related duties as required.

Requires responsibility for: Collecting, analyzing, evaluating and presenting a wide variety of information; developing methods and procedures for the compilation of data and statistics; recommending programs, projects and cooperative operations; making important contacts with governmental officials, local, state and federal legislators, representatives of private businesses and organizations and the general public; preparing and maintaining reports, records, correspondence and other material; should have training in statistical research, evaluation and systems analyses, operation and research, and social sciences.

EXAMPLES OF DUTIES:

1. Develops specific proposals, applications and plans designed to implement the goals of the city-wide criminal justice system plan; conducts independent research requiring originality and initiative in the field of criminal justice, including the judicial process, law enforcement, correctional facilities, rehabilitative techniques and crime prevention; reviews pertinent literature in the various disciplines affecting criminal justice, including behavioral, social, economic, health and legal; reviews and evaluates statutes, ordinances, regulations and procedures relating to the process of criminal justice.
2. Analyzes social, organizational and structural elements of local government with specific reference to the criminal justice process; evaluates and determines salient characteristics to establish a basis for recommending legal, organizational or procedural changes; prepares and presents findings, conclusions and recommendations of research studies.
3. Develops and maintains current information on the various sources of public and private funds to implement council program goals; consults with local elected officials, city-county administrative officials, experts in the field, and others to coordinate research and planning activities.
4. Prepares drafts of applications for federal, state or private funding grants, including those administered under the Federal Omnibus Crime Control and Safe Streets Act of 1968; prepares memoranda and reports summarizing and documenting research findings; corresponds with governmental agencies, private organizations, research groups, universities and others to gather information; formulates recommendations for consideration by staff superiors and council members regarding grant applications.
5. Receives and reviews correspondence relating to council activities; evaluates suggestions and comments from the public and drafts replies; summarizes responses from the public and prepares reports containing analyses; as assigned, meets with community groups in order to furnish or exchange information.
6. Maintains files of informational sources from a wide variety of fields; updates and expands this data by continuous research and personal contacts; may assist in supervising and training of subordinate personnel, including interneers, paraprofessionals and volunteers, in the preparation of narrative, statistical and graphic reports.

(over)

CLASS TITLE: SPECIAL ASSISTANT II,
MAYOR'S CRIMINAL JUSTICE COUNCIL

8/89
CODE: ~~-8193-~~

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in criminology, law, business administration, public administration or a closely related field.

Requires at least 3 years of progressively responsible work experience in the planning and developing of programs at the local, state or federal level, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: Federal, state and local criminal laws and procedures; the inter-relation of the criminal justice system as it affects the city; the causes, nature, extent, methods of controlling and sources of information on criminal behavior; research and analytic methods; the principles and techniques of governmental organization, management control and administrative analysis.

Requires considerable ability to: Make incisive, analytical studies involving complex administrative systems and procedures; evaluate a wide variety of data; prepare concise and convincing reports and recommendations; deal tactfully and effectively with city officials, governmental agency representatives, representatives of outside interests, civic groups, and the general public.

Adopted: 9/11/72

Amended (renumbered): 10/16/72

(AMENDED)

CLASS TITLE: ATTORNEY, TAX COLLECTOR

CODE: 8190

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, performs difficult and responsible professional legal work as legal advisor to the Tax Administrator on the legality of all actions taken by him pursuant to his duties as prescribed by the Charter; and performs related duties as required.

Requires considerable responsibility for: Interpreting and carrying out existing methods and procedures relative to the legal processes of the Office of the Tax Collector; making regular important contacts with other legal representatives, court officials and outside organizations and agencies in connection with the legal aspects of the office operation; preparing and reviewing complex and important legal instruments, papers and legislation.

EXAMPLES OF DUTIES:

1. Interprets statutes, analyzes problems and advises the Tax Administrator of conclusions relative to the legal aspects of actions taken or proposed by the Tax Administrator; analyzes and interprets laws, contracts and other documents in connection with which the Office of the Tax Collector has responsibility.

2. Reviews existing procedures to determine their conformity with the law; interprets and reports on legislative actions which may affect or relate to the operations of the Office of the Tax Collector.

3. Prepares written analyses of prospective laws; aids in devising procedures for custody of legal records of the Tax Collector's Office and in adapting statutory procedures for administration.

4. Remains current on all laws and legal opinions relating to the operations of the Office of the Tax Collector.

5. Prepares recommendations for compromise and release of claims to the Board of Supervisors and makes appearances before the board to explain such matters.

6. Prepares legal actions and does necessary research work in connection with the collection of delinquent accounts, such as for personal property taxes, business taxes, health and welfare department claims, claims for damage to city property and collection of rental due on city owned property.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited law school, supplemented by at least six years of progressively responsible experience as a practicing attorney; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of : State and municipal codes, laws, and ordinances as applied to the operations of the Office of the Tax Collector.

Requires considerable ability to: Gather, analyze and apply legal data and evidence; present legal arguments and statements effectively in oral and written form; handle legal correspondence and procedures with tact and accuracy; analyze situations accurately and adopt an effective course of action; inspire confidence in clients and work effectively with representatives of other agencies.

LICENSE: Requires membership in the California State Bar Association and license to practice in all State courts.

Promotive Lines:

To : No Normal lines of promotion
From: Original Entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: SPECIAL ASSISTANT I, MAYOR'S CRIMINAL
JUSTICE COUNCIL

CODE: 8191

CHARACTERISTICS OF THE CLASS:

Under general supervision, assists in planning work involving research and analysis of a wide variety of factors affecting criminal justice; assists in preparing reports, memoranda, grant applications and other documents; reviews proposed and existing legislation of concern to the Mayor's Criminal Justice Council; and performs related duties as required.

Requires responsibility for: Collecting, analyzing, evaluating and presenting a wide variety of information; developing methods and procedures for the compilation of data and statistics; recommending programs and projects; preparing and maintaining reports, records, correspondence and other material.

EXAMPLES OF DUTIES:

1. Assists in developing specific proposals, applications, and plans designed to implement the goals of the city-wide criminal justice system plan; assists in conducting research in the field of criminal justice.

2. Analyzes social, organizational and structural elements of local government with specific references to the criminal justice process; assists in evaluating and determining salient characteristics to establish a basis for recommending legal, organizational or procedural changes; prepares findings of research studies.

3. Maintains files of current information on the various sources of public and private funds to implement council program goals.

4. Assists in the preparation of drafts and applications for federal, state or private funding grants, including those administered under the Federal Omnibus Crime Control and Safe Streets Act of 1968; assists in the preparation of memoranda and reports, summarizing and documenting research findings.

MINIMUM QUALIFICATIONS:

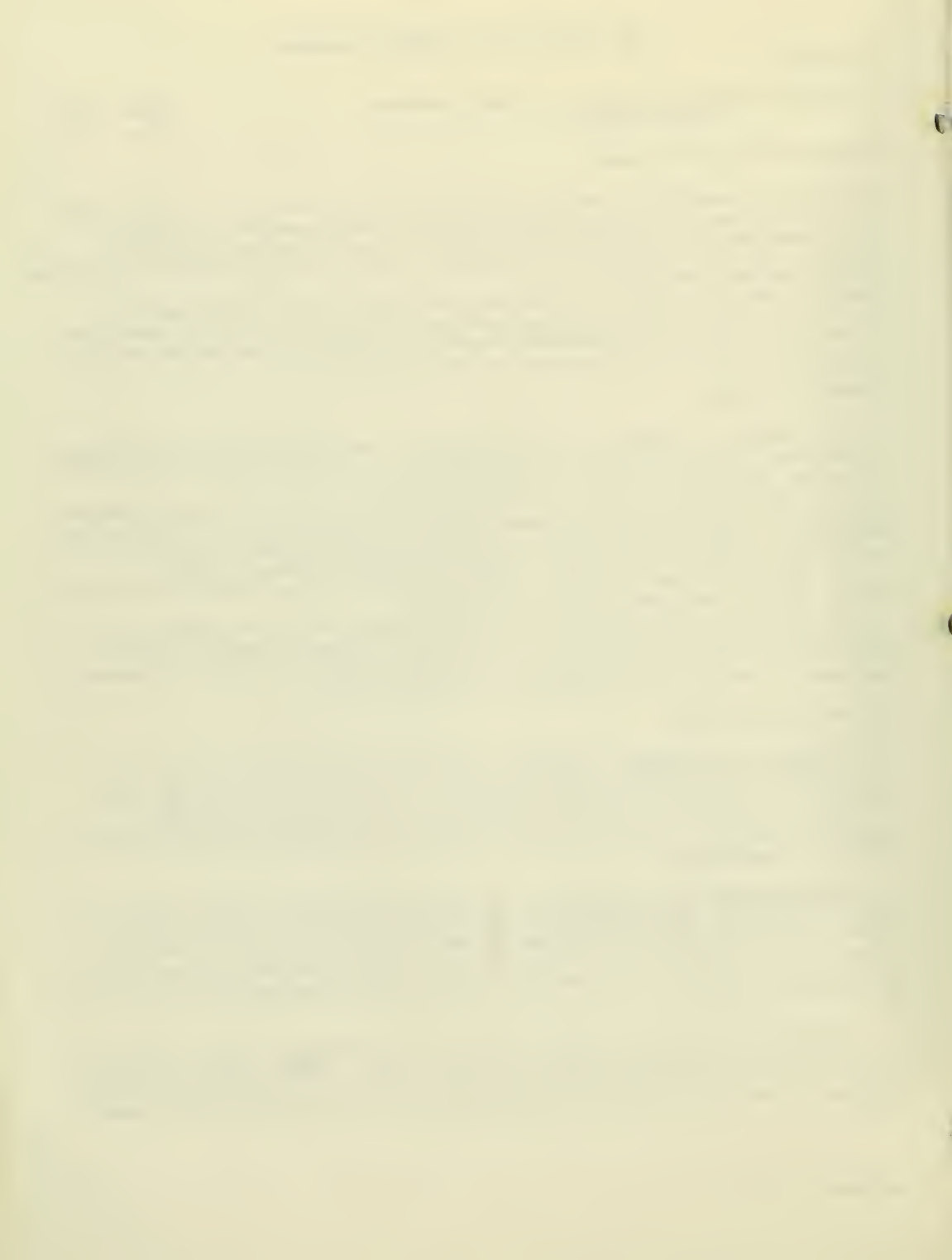
Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in criminology, law, business administration, public administration, or a closely related field.

Requires at least one year of work experience in the planning and developing of programs at the local, state or federal level; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a knowledge of: Federal, state and local criminal laws and procedures; the inter-relation of the criminal justice system as it affects the city; the causes, nature, extent, methods of controlling, and sources of information on criminal behavior; research and analytic methods; the principles and techniques of governmental organization, management control and administrative analysis.

Requires the ability to: Make analytical studies involving complex administrative systems and procedures; evaluate a variety of data; prepare reports and recommendations; deal tactfully and effectively with city officials, governmental agency representatives, representatives of outside interests, civic groups and the general public.

ADOPTED: 9/11/72



CLASS TITLE: CONTROLLER'S LEGAL COUNSEL

CODE: 8192

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, performs difficult and responsible professional legal work as legal advisor to the controller on the legality of all actions taken by him pursuant to his duties as prescribed by the charter; and performs related duties as required.

Requires considerable responsibility for: interpreting and carrying out existing methods and procedures relative to legal aspects of the office operation; making regular important contacts with other legal representatives, court officials and outside organizations and agencies in connection with the legal aspects of the office operation; preparing and reviewing complex and important legal instruments, papers and legislation.

EXAMPLES OF DUTIES:

1. Interprets statutes, analyzes problems and advises the controller of conclusions relative to the legality of actions taken or proposed by the controller; analyzes and interprets laws, contracts and other documents in connection with which the controller has legal responsibility.

2. Reviews existing procedures to determine their conformity with the law; interprets and reports on legislative actions which may affect or relate to the operation of the controller's office.

3. Prepares written analyses of prospective laws; aids in devising procedures for custody of legal records of the controller's office and in adapting statutory procedures for administration.

4. Remains current on all laws and legal opinions relating to the operations of the controller's office.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of an accredited law school, supplemented by at least eight years of progressively responsible experience as a practicing attorney; or an equivalent combination of training and experience.

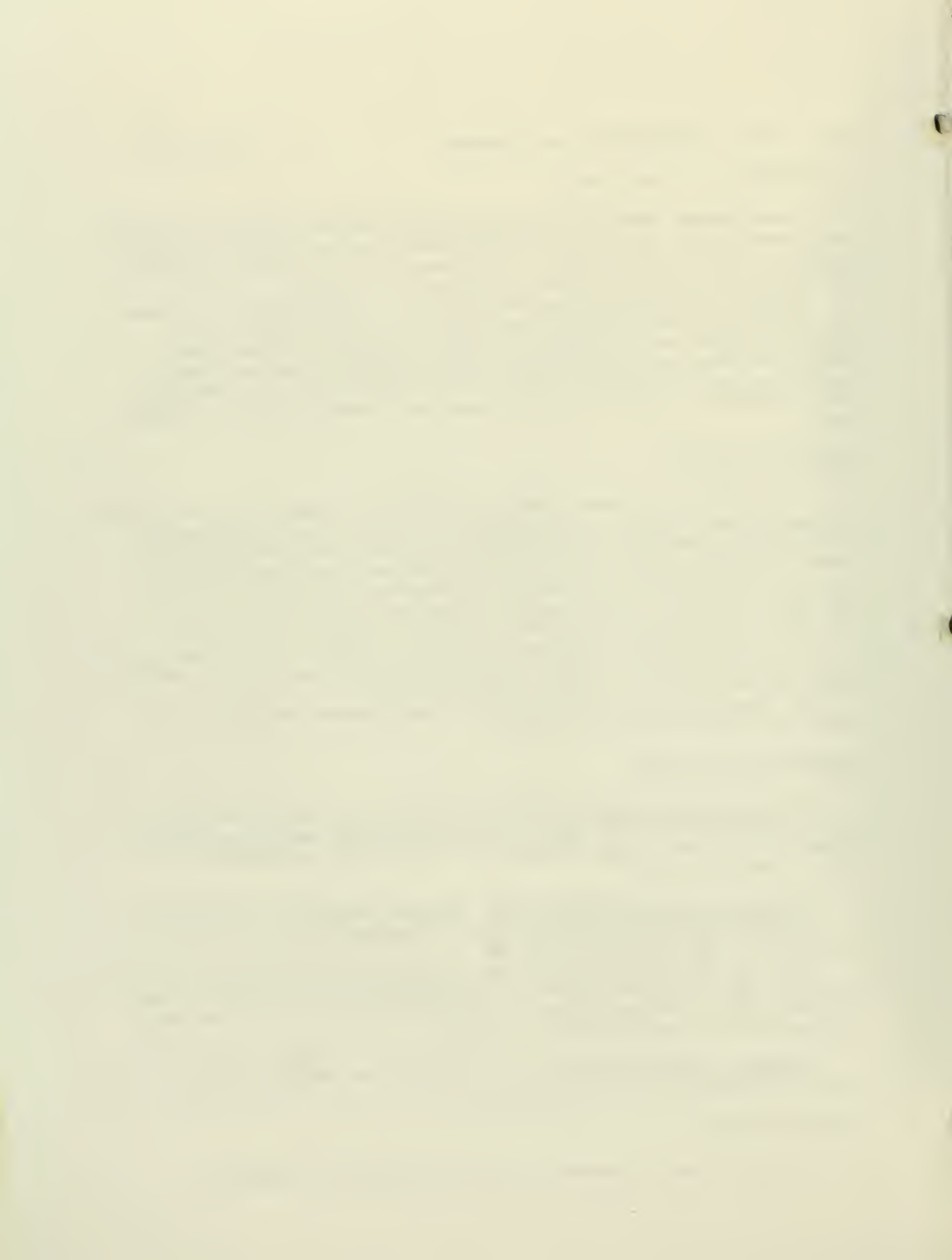
Knowledge, Abilities and Skills: Requires comprehensive knowledge of: state and municipal codes, laws and ordinances as applied to the operations of the controller's office.

Requires considerable ability to: speak and write effectively in connection with the presentation and interpretation of a variety of legal problems; review, analyze and make recommendations relative to the legal responsibility of the controller's office.

License: Requires membership in the state bar association and license to practice in all state courts.

PROMOTIVE LINES:

No normal lines of promotion; position exempt from examination.



SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: SPECIAL ASSISTANT II, MAYOR'S
CRIMINAL JUSTICE COUNCIL

CODE: 8193

CHARACTERISTICS OF THE CLASS:

Under general direction, performs difficult and responsible planning work involving research and analysis of a wide variety of factors affecting criminal justice; consults with representatives of public agencies and private organizations in connection with council activities; prepares important reports, memoranda, grant applications and other documents; reviews proposed and existing legislation of concern to the Council; and performs related duties as required.

Requires responsibility for: Collecting, analyzing, evaluating and presenting a wide variety of information; developing methods and procedures for the compilation of data and statistics; recommending programs, projects and cooperative operations; making important contacts with governmental officials, local, state and federal legislators, representatives of private businesses and organizations and the general public; preparing and maintaining reports, records, correspondence and other material; should have training in statistical research, evaluation and systems analyses, operation and research, and social sciences.

EXAMPLES OF DUTIES:

1. Develops specific proposals, applications and plans designed to implement the goals of the city-wide criminal justice system plan; conducts independent research requiring originality and initiative in the field of criminal justice, including the judicial process, law enforcement, correctional facilities, rehabilitative techniques and crime prevention; reviews pertinent literature in the various disciplines affecting criminal justice, including behavioral, social, economic, health and legal; reviews and evaluates statutes, ordinances, regulations and procedures relating to the process of criminal justice.
2. Analyzes social, organizational and structural elements of local government with specific reference to the criminal justice process; evaluates and determines salient characteristics to establish a basis for recommending legal, organizational or procedural changes; prepares and presents findings, conclusions and recommendations of research studies.
3. Develops and maintains current information on the various sources of public and private funds to implement council program goals; consults with local elected officials, city-county administrative officials, experts in the field, and others to coordinate research and planning activities.
4. Prepares drafts of applications for federal, state or private funding grants, including those administered under the Federal Omnibus Crime Control and Safe Streets Act of 1968; prepares memoranda and reports summarizing and documenting research findings; corresponds with governmental agencies, private organizations, research groups, universities and others to gather information; formulates recommendations for consideration by staff superiors and council members regarding grant applications.
5. Receives and reviews correspondence relating to council activities; evaluates suggestions and comments from the public and drafts replies; summarizes responses from the public and prepares reports containing analyses; as assigned, meets with community groups in order to furnish or exchange information.
6. Maintains files of informational sources from a wide variety of fields; updates and expands this data by continuous research and personal contacts; may assist in supervising and training of subordinate personnel, including interneers, paraprofessionals and volunteers, in the preparation of narrative, statistical and graphic reports.

(more)

CLASS TITLE: SPECIAL ASSISTANT II, MAYOR'S
CRIMINAL JUSTICE COUNCIL

CODE: 8193

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in criminology, law, business administration, public administration or a closely related field.

Requires at least 3 years of progressively responsible work experience in the planning and developing of programs at the local state or federal level, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: Federal, state and local criminal laws and procedures; the inter-relation of the criminal justice system as it affects the city; the causes, nature, extent, methods of controlling and sources of information on criminal behavior; research and analytic methods; the principles and techniques of governmental organization, management control and administrative analysis.

Requires considerable ability to: Make incisive, analytical studies involving complex administrative systems and procedures; evaluate a wide variety of data; prepare concise and convincing reports and recommendations; deal tactfully and effectively with city officials, governmental agency representatives, representatives of outside interests, civic groups, and the general public.

ADOPTED: 9/11/72

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: DEPUTY DIRECTOR, MAYOR'S CRIMINAL
JUSTICE COUNCIL

CODE: 8194

CHARACTERISTICS OF THE CLASS:

Under administrative direction, serves as the principal assistant to the Director in the coordination and administration of the activities and operations of the Criminal Justice Council; initiates, plans, develops and writes the city-wide criminal justice system plan; coordinates specific programs and projects with city and county agencies and private organizations; prepares difficult and complex applications and reports; and performs related duties as required.

Requires responsibility for: Carrying out, interpreting and coordinating Criminal Justice Council administrative activities; continuing personal contacts with responsible representatives of government, civic and business agencies and organizations and the general public; outlining and supervising planning and research projects and studies; preparing a wide variety of correspondence, memoranda and reports.

EXAMPLES OF DUTIES:

1. Originates, develops and writes the master plan for the city-wide criminal justice system in San Francisco; periodically updates components of the plan; determines and recommends priorities and the allocation of resources; introduces innovations into the criminal justice system, including new programs and new approaches to criminal justice problems, designed to increase the effectiveness of criminal justice agencies and to reduce crime; participates in the evaluation and monitoring of programs and analyzes their effectiveness.
2. Assists the Executive Director in directing and coordinating the administrative activities of the San Francisco Criminal Justice Council; supervises the carrying out of research programs and studies, including priorities, scheduling and deadlines.
3. Analyzes and reviews existing and proposed legislation in the fields of criminal justice; evaluates and advises the Director and the council members on the consequences of such legislation on the policies and programs of the council; assists in the formulation of staff recommendations concerning council policy regarding such legislation.
4. Coordinates and assists city agencies involved in the development of plans concerning the criminal justice system; analyzes proposals to insure compatibility with overall council goals; advises city agencies on a wide variety of application and program implementation matters under the Federal Safe Streets Act; assists in the coordination and promotion of cooperative efforts among separate criminal justice agencies to achieve mutual and complementary goals.
5. Supervises the monitoring of all ongoing projects; makes field visits and conducts audits of programs as required; prepares memoranda and reports evaluating project activities and program goals; recommends amendments and modifications to programs when indicated by empirical data.
6. Maintains liaison with personnel of local, regional, state and federal agencies and private organizations in order to exchange information; as assigned, addresses community, business and other groups to explain programs and promote support for council activities; prepares information brochures, bulletins and newsletters on council activities; as assigned, may appear before governmental, civic and private agencies and organizations.
7. Prepares or reviews narrative and statistical reports on a variety of problems of concern to the council; analyzes and evaluates data collected to determine applicability to program development or modification; answers correspondence requests for information; solicits information on criminal justice for other geographical areas.

(more)

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in criminology, law, business administration, public administration or a closely related field.

Requires at least five years of progressively responsible work experience in the field of criminal justice at the local, state or federal level; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: Federal, state and local criminal laws and procedures; the principles and procedures of governmental organization, management and administrative and personnel analysis; sources of data relating to the criminal justice system; governmental budgetary and fiscal procedures.

Requires considerable ability to: Supervise and participate in important research projects and studies; utilize a variety of analytical techniques to resolve complex problems; exercise judgment and tact to gain and maintain the respect, confidence and cooperation of various level officials and representatives; present information and recommendations clearly and effectively, both orally and in writing.

Requires considerable skill in: Editing, reviewing, and preparing applications, proposals and programs.

ADOPTED: 9/11/72

(NEW CLASS)

CLASS TITLE: EXECUTIVE DIRECTOR, MAYOR'S CRIMINAL JUSTICE COUNCIL CODE: 8195

CHARACTERISTICS OF THE CLASS:

Subject to the policy determination of the Criminal Justice Council, serves as administrator of all council activities; plans, organizes, supervises and coordinates comprehensive crime study programs and projects; supervises or reviews and assists in the drafting of applications for public and private sources of funds; evaluates priorities of local needs to enhance criminal justice and advises Mayor and Council of these priorities; recommends priorities and the allocation of resources to the executive committee and the council; and performs related duties as required.

Requires major responsibility for: Initiating, developing, coordinating and presenting comprehensive criminal justice research, planning and program activities; exercising discriminating judgment in analyzing complex problems and formulating recommendations as a basis for important decisions by the council; assisting in developing and installing new programs and procedures; making regular high level personal contacts with representatives of local, regional, state and federal agencies, as well as legislators, businessmen and others; analyzing and evaluating reports, studies, surveys and other data relative to the criminal process; preparing or supervising the preparation of important, detailed and complex memoranda, releases and reports.

EXAMPLES OF DUTIES:

1. Supervises the planning and development of a city-wide criminal justice system; directs the preparation of an annual plan and assists in the preparation of individual grant applications; plans, organizes, directs and coordinates the administrative activities and operations of the San Francisco Criminal Justice Council; assigns, schedules and reviews work progress; implements council policy as directed; recommends major crime control and criminal justice reforms requiring originality, initiative and persuasiveness.

2. Directs the development of long-range and comprehensive plans and programs for the city in the field of criminal justice; supervises research, analysis, design and reporting of study activities; advises the Mayor on problems and priorities of progress in the criminal justice system; makes recommendations of major consequence to the council; supervises the collection of statistics and other data relevant to the criminal justice system in the city and county.

3. Confers with high ranking representatives of city, regional, state, federal and private agencies and organizations for the purpose of gathering and exchanging information; coordinates activities with the Federal Law Enforcement Assistance Administration; advises criminal justice agencies on policies and programs designed to improve activities in areas of delegated responsibility; coordinates and promotes cooperative efforts among separate criminal justice agencies to achieve these joint activities.

4. Directs council activities to obtain federal grant programs, including those funded by the Federal Omnibus Crime Control and Safe Streets Act of 1968, and private foundation grants relating to criminal justice and juvenile delinquency prevention and control; under the direction of the council, enters into contractual agreements for funding grants from the State and Federal Governments or private organizations; monitors and evaluates progress of projects to measure effectiveness of programs undertaken, and may audit expenditures of grant funds.

5. Directs the preparation and publication of reports on council activities; recommends the convening of conferences to explore problems and approaches to criminal justice operations; serves as a focal point in the coordination of the overall needs of the criminal justice system through personal contacts, letters,

CLASS TITLE: EXECUTIVE DIRECTOR, MAYOR'S CRIMINAL JUSTICE COUNCIL CODE: 8195

EXAMPLES OF DUTIES: (contd)

meetings and informational bulletins; represents the council before the Board of Supervisors and other legislative bodies.

6. Provides staff assistance and advises on programs for the Model Cities administration and appropriate Model Cities committees; recommends planning and implementation of crime control measures and criminal justice programs in the Model Cities areas; obtains important information on the attitudes of Model Cities area residents regarding the criminal justice processes.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, supplemented by an advanced degree in public administration, law, criminology, or a closely related field.

Requires at least six years of progressively responsible work experience in the field of criminal justice at the local, state or federal level, including at least two years in a supervisory or administrative capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: Federal, state and local criminal procedures and laws; the principles and techniques of governmental organization, management control and administrative and personnel analysis; research and analytic methods and sources of data relating to criminal justice matters; the causes, nature, extent and methods of control of criminal behavior; governmental budget and fiscal procedures.

Requires unusual ability to: Plan, organize, direct and coordinate the work of subordinate employees; supervise the collection, analysis and interpretation of a wide variety of data; exercise considerable judgment and tact in dealing with public officials, law enforcement agencies, other governmental agencies, the public and the news media; speak effectively and write clearly, concisely and persuasively; coordinate the activities of the criminal justice council with the plans, programs and operations of effected agencies.

PROMOTIVE LINES: No normal lines of promotion

ADOPTED: 3/20/72

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PUBLIC DEFENDER

CODE: 8196

CHARACTERISTICS OF THE CLASS:

As an elected official responsible to the electorate, and subject to executive approval and the legislative body with respect to budgets, purchasing, and other functions and activities, plans, organizes and directs a program for providing legal counsel and representation to eligible persons accused of criminal violations of the law; and performs related duties as required.

Requires major responsibility for: developing, coordinating and executing departmental policies and methods; making continuing responsible personal contacts with a variety of responsible officials, representatives and groups and the general public in connection with departmental programs; directing the overall preparation, review, approval and maintenance of legal records and reports of the office.

EXAMPLES OF DUTIES:

1. Plans, organizes, and directs the provision of legal services to eligible persons accused of criminal offenses; formulates and applies policies related to the public defender program.

2. Evaluates employee performance; develops and directs an in-service training program; stimulates employees to develop increased competence in their work; initiates and approves personnel transactions and approves the assignment of personnel.

3. Assigns individual attorneys to specific superior and municipal courts; personally reviews all requests for investigations and services, all transcripts of preliminary hearings in felony cases and other materials; assigns controversial or major felony cases to appropriate staff members.

4. Consults with legal staff on the conduct of cases in progress and gives advice and assistance as necessary; reviews selected outgoing correspondence, completed files on closed cases, reports of completed investigations and other materials.

5. Personally appears in court as defense attorney during peak periods, or to obtain first hand knowledge of major cases; decides on borderline cases of eligibility for legal aid; reviews and evaluates summaries prepared by legal staff recommending that cases be contested in superior court; determines whether convictions should be appealed to higher courts.

6. Confers with senior staff members regarding policies, procedures and activities of the departmental program; discusses the public defense program with judges, prosecutors, law enforcement officials and similar persons; keeps up to date on statutory changes affecting the departmental program.

7. Confers with office staff on record keeping and reporting systems and initiates changes as required.

8. Speaks before civic and professional groups to explain and interpret the public defender program; attends professional meetings and conferences.

9. Directs the preparation of the departmental budget; administers the approved budget and controls expenditures.

MINIMUM QUALIFICATIONS:

Note: As this position is an elective office of the city and county, no "minimum qualifications" and "lines of promotion" are included in this specification.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CITY ATTORNEY

CODE: 8197

CHARACTERISTICS OF THE CLASS:

As an elected official responsible to the electorate, and subject to executive approval and the legislative body with respect to budgets, purchasing, and other functions and activities, serves as city attorney, corporate counsel and county counsel on all legal affairs of the city and county; directs the activities of a large professional legal staff and other personnel in connection therewith; and performs related duties as required.

Requires major responsibility for: developing, approving and executing all policies and procedures relating to the legal responsibility of the office; making continuous responsible contacts with governmental officials, legislative bodies and outside groups and organizations in connection with the handling of difficult legal negotiations; directing the preparation of and approving a wide variety of specialized complex legal reports and documents relating to the activities of the office.

EXAMPLES OF DUTIES:

1. Consults with all subordinate deputies on unusual phases of important litigation pending in federal or state courts, commissions or departments; reviews requests for opinions and studies and approves or disapproves opinions; may edit and rewrite opinions; consults with and advises department heads on important legal questions; studies pleadings and briefs and determines policy as to conduct of legal processes related thereto.

2. Directs the legal water and power policy for the city with state and federal agencies; dictates all bond issues for the city and county; reviews all charter changes and important ordinances; serves as member of the state and federal legislative committee in connection with legislation affecting the city and county.

3. Appears before trial courts and tries cases of great importance; appears before federal and state commissions and tries matters involving important questions; appears and argues cases of major importance before state appellate and supreme courts and all federal courts.

License: Requires membership in the state bar association and a license to practice in all state courts.

NOTE: As this position is an elective office of the city and county, no "MINIMUM QUALIFICATIONS" and "PROMOTIVE LINES" are included in this specification.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DISTRICT ATTORNEY

CODE: 8198

CHARACTERISTICS OF THE CLASS:

As an elected official responsible to the electorate, and subject to executive approval and the legislative body with respect to budgets, purchasing, and other functions and activities, serves as district attorney for the city and county and is responsible for the prosecution for all criminal cases in the municipal and superior courts; plans and directs the activities of a large legal, investigative and administrative staff in connection therewith; and performs related duties as required.

Requires major responsibility for: developing, approving and executing all policies and procedures relating to the legal responsibility of the office; making continuous responsible contacts with governmental officials, legislative bodies and outside groups and organizations in connection with the handling of difficult legal negotiations; directing the preparation and approving a wide variety of specialized complex legal reports and documents relating to the activities of the office.

EXAMPLES OF DUTIES:

1. Directs all legal investigative and other processes necessary to the prosecution of all criminal acts committed in the city and county.
2. Studies and reviews important criminal cases and makes recommendations to subordinate deputies in connection with the handling and prosecution of such cases.
3. Directs the coordination of office activities with local, state and federal law enforcement agencies; may personally participate in the prosecution of involved and important criminal cases.

License: Requires membership in the state bar association and a license to practice in all state courts.

NOTE: As this position is an elective office of the city and county, no "MINIMUM QUALIFICATIONS" and "PROMOTIVE LINES" are included in this specification.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SCHOOL CROSSING GUARD

CODE: 8201

CHARACTERISTICS OF THE CLASS:

Under the general supervision of the Police Department and in co-operation with School District personnel, directs traffic at intersections where school children cross in going to and from school; escorts children through intersection when necessary; and performs related duties as required.

Requires responsibility for: following oral and written instructions in carrying out Police Department and School District regulations concerning both pedestrian and vehicular traffic in designated areas; continuous personal contact with school children, teachers, parents, motorists and with the general public; observing and reporting on unusual happenings pertaining to the welfare or safety of school children.

EXAMPLES OF DUTIES:

1. Controls traffic at designated intersections either by mechanical or hand signal in order to permit children and other pedestrians to cross the street in safety.
2. Controls children at intersections and restrains them from crossing until it is determined to be safe; when appropriate, escorts children through intersections.
3. Instructs children and parents as well as student crossing-guard assistants in the elements of traffic safety.
4. Reports the license number of motor vehicles whose drivers disobey the crossing guard's instructions or disregard safety rules in other respects; reports to school principal the names of children disobeying the instructions given by crossing guard or student assistants.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of the eighth grade, supplemented by work experience which indicates that applicants will be able to perform the duties of school crossing guard in a satisfactory manner.

Knowledge, Abilities and Skills: Requires a good knowledge of: traffic laws especially those relating to pedestrian right-of-way, speed limits in various districts especially in a school-crossing area and the elements of traffic safety both those applying to motorists and pedestrians.

Requires the ability to: establish and maintain respect and obedience of school children; to regulate the flow of vehicular traffic at school crossing intersections for maximum safety of children and other pedestrians and with minimum inconvenience to motorists; to co-operate in the performance of duties with Police Department personnel and with teachers, principals, and parents.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Positions exempt from examination

ADOPTED: 6/2/66

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SECURITY GUARD

CODE: 8202

CHARACTERISTICS OF THE CLASS:

Under general supervision, patrols public buildings and grounds to safeguard property against damage, hazardous situations, or unauthorized entry; and performs related duties as required.

Requires responsibility for: enforcing rules and regulations governing the access to and use of public facilities; preparing routine reports of time and work done; making routine contact with the general public and operating personnel in the patrolling and safeguarding of public facilities.

EXAMPLES OF DUTIES:

1. Patrols grounds or makes rounds of buildings, punching in on watchman's clock at various stations; prevents the entry of unauthorized persons on premises.
2. Watches for fire or fire hazards or other unusual conditions.
3. Checks to see if windows and doors are locked and lights turned out.
4. Observes improperly functioning equipment and reports defects noted.
5. In a hospital or other institution, secures emergency supplies and materials for wards; places and removes tables and chairs in classrooms when needed.
6. May perform part time incidental duties such as: operate elevator; relieve on switchboard; park cars, and perform minor maintenance and cleanup tasks.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of grammar school; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires ability to: read and write English; accept responsibility and work without close supervision; follow written and oral directions; think and act quickly in emergencies; write accurate and clear reports of incidents.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: 8208 Park Patrolman

From: Original examination

Retitled: 7/1/77

(AMENDED)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SCHOOL PATROL AIDE

CODE: 8203

CHARACTERISTICS OF THE CLASS:

Under the general supervision of the principal, patrols buildings, grounds and adjacent areas of a secondary school; maintains order; prevents the entry of unauthorized persons; enforces rules, regulations, ordinances and laws; assists administrative and staff personnel in maintaining orderly conduct; protects school department property against damage by vandalism and theft; notifies the school principal of situations that may result in disturbances in schools; as directed, cooperates with law enforcement agencies; prepares reports and memoranda; and performs related duties as required.

Requires responsibility for: Carrying out, explaining and enforcing Board of Education rules and regulations and statutory laws and ordinances; using initiative in dealing with students and others to maintain orderly behavior and safeguard persons and property; making regular contact with administrators, faculty, students, the general public and law enforcement personnel; preparing reports of work performed and incidents and conditions observed. Nature of duties requires considerable walking and standing and involves exposure to risks inherent in security work.

EXAMPLES OF DUTIES:

1. As directed by the principal, patrols the buildings and grounds of a secondary school to maintain order and prevent the entry of unauthorized persons; acts to prevent injury to persons; screens individuals and groups entering school property to ascertain the nature of their business; refuses entrance to unauthorized persons.
2. Enforces Board of Education rules and regulations and municipal and state ordinances and laws as they relate to behavior on school property; assists the Police Department and other law enforcement agencies in coordinating security, protective and investigative efforts; as directed, uses own initiative in analyzing situations and takes appropriate action, often requiring prompt decisions.
3. Apprehends persons engaged in acts of assault, vandalism, theft or other illegal conduct; as specifically directed by the principal, makes arrests; investigates bodily assaults, accidents, property damage, fire reports and alarms, law violations, disturbances of the peace and other incidents; gathers evidence for use by school administrators or law enforcement personnel; may appear in court as a witness.
4. Assists in the control of crowds or other assemblies; takes charge at the scene of disturbances, accidents or emergencies; as required, notifies school personnel, school nurse, emergency ambulance, fire department and law enforcement agencies.
5. Gives information to students, faculty, the general public and others; locates persons on property; gives emergency aid to sick or injured persons; directs authorized visitors to proper location.
6. Checks the security of school buildings and grounds; reports hazardous conditions, unusual circumstances and malfunctions of the buildings and equipment; reports on theft, vandalism and other damage to property.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school supplemented by two years of full-time paid work experience. Enrollment or completion of a recognized two-year program in police science or police administration is desirable; or an equivalent combination of training and experience.

CLASS TITLE: SCHOOL PATROL AIDE

CODE: 8203

MINIMUM QUALIFICATIONS: (contd)

Knowledge, Abilities and Skills: Requires knowledge of: Board of Education rules and regulations, state and municipal laws and ordinances. Requires some understanding of the growth and development of youth, community relations, the problems of minority groups and human relations in general.

Requires ability to: Take initiative and accepts responsibility without close supervision; enforce school department rules and regulations and city and state ordinances and laws; think and act quickly, tactfully, and maturely in emergencies; deal courteously, fairly and convincingly with students, faculty, groups, organization representatives and the general public; follow oral and written instructions; prepare accurate, clear and concise reports.

Licenses: Requires possession of: A valid state motor vehicle operator's license.

ADOPTED: 11/25/68

AMENDED: 9/24/69

(RETITLED)

CIVIL SERVICE COMMISSION OF SAN FRANCISCO

CLASS TITLE: INSTITUTIONAL POLICE OFFICER,

CODE: 8204

CHARACTERISTICS OF THE CLASS:

Under general supervision, maintains order, enforces laws, ordinances, rules and regulations, and protects life and property at a city institution; and performs related duties as required.

Requires responsibility for: carrying out, explaining and enforcing city and State laws and ordinances and institution security measures, rules and regulations; making regular contact with the general public, hospital personnel, patients and others to obtain or furnish information pertaining to security regulations; preparing reports of work performed, incidents observed and security violations for informational and confidential use. Nature of duties requires considerable walking and standing and involves exposure to physical injury and other dangers inherent in security work.

EXAMPLES OF DUTIES:

1. Patrols and checks security of buildings and grounds; reports hazardous conditions, unusual circumstances and malfunctions of the physical plant.
2. Directs traffic, enforces automobile parking regulations, and issues citations as necessary; drives radio patrol car or motorcycle; answers radio calls of disturbances; transports sick or injured people.
3. Takes charge at the scene of accidents or emergencies; controls crowds or other assemblies; investigates and makes written reports of accidents, property damage, fires, law violations, disturbances of the peace and other incidents; gathers evidence; makes arrests, and appears in court as a witness.
4. Gives information and directs hospital personnel and the general public; locates persons or property; may guard or transport monies.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by one year of experience as a police officer, member of a military police unit or other work involving the safeguarding of life and property; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: the laws of arrest; the California Motor Vehicle Code.

Requires ability to: enforce city and State laws and ordinances and institution rules, regulations and security measures; think and act quickly in emergent situations; administer minor first-aid; deal tactfully and courteously with the general public and others; follow oral and written instructions; prepare routine reports; use fire arms effectively.

Licenses: Requires possession of: a state motor vehicle operator's license; a restricted radio-telephone operator's license; eligibility for a certificate as a special police officer and possession of same prior to appointment.

PROMOTIVE LINES: To: 8205 Institutional Police Sergeant
From: Original Entrance Examination

Adopted: 6/7/62

Amended: 6/15/70

AMENDED: 5-15-78

(RETITLED)

CIVIL SERVICE COMMISSION OF SAN FRANCISCO

CLASS TITLE: INSTITUTIONAL POLICE SERGEANT

CODE: 8205

CHARACTERISTICS OF THE CLASS:

Under direction, supervises and is responsible for the work of subordinate security officers; assists in the overall administration of an institution security program; and performs related duties as required.

Requires responsibility for: explaining and enforcing city and State laws and ordinances and coordinating, explaining and interpreting institution security measures, rules, regulations, policies and procedures; making regular contacts with subordinate officers, other institution personnel, the San Francisco Police Department and others to obtain or furnish information concerning security regulations and violations thereof; preparing or supervising the preparation of daily and special reports of security activities. Nature of duties involves exposure to physical injury and other dangers inherent in security work.

EXAMPLES OF DUTIES:

1. Supervises the work of security officers; arranges work schedules; conducts tours of inspection; reports on activity of officers; transmits and interprets pertinent departmental policies and procedures and assures their enforcement; orients and instructs security officers in law and regulation changes and the proper performance of their duties.

2. Assures that security officers are provided with all necessary supplies and equipment; instructs officers in the proper use of equipment; prepares or supervises the preparation of daily and special reports of security activities; assists and counsels security officers in writing reports; initiates necessary disciplinary action.

3. Operates short wave radio; as assigned, performs the duties of institution security officer; as assigned, assumes the duties of institution captain in his absence.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by three years of experience as a police officer, member of a military police unit or other work involving the safeguarding of life and property; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a broad knowledge of: the laws of arrest; the California Motor Vehicle Code; a good knowledge of the principles of organization and supervision, especially as they apply to effective security work.

Requires ability to supervise the enforcement of city and State laws and ordinances and institution rules, regulations and security measures; train subordinate officers in the proper methods of security enforcement and in the use of fire arms; prepare special reports.

Licenses: Requires possession of: a state motor vehicle operator's license; a restricted telephone-radio operator's license; a certificate as a special police officer.

PROMOTIVE LINES:

To: 8206 Institutional Police Captain
From: 8204 Institutional Policeman

Adopted: 6/7/62

Amended: 6/15/70

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: INSTITUTIONAL POLICE CAPTAIN

CODE: 8206

CHARACTERISTICS OF THE CLASS:

Under general direction, manages the total operation of a large-sized security enforcement program; plans, directs, coordinates and supervises subordinate security personnel responsible for enforcing city, county and state laws and ordinances; develops, implements and reviews security programs and procedures; prepares and monitors the program's budget; develops and implements training for security personnel; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is characterized by its responsibility for the management of a large staff charged with the provision of security to a major institution. It is distinguished from class 8209 Institutional Police Lieutenant in that the latter class may either be responsible for the activities of an institutional law enforcement program with a relatively small staff or assist a Captain in security operations including a large number of sites or staff.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7).

1. Plans, directs, coordinates, and supervises the total security program with an extensive staff at a large institution or other similar facility; plans for the handling of large assemblages of people; evaluates security threats, surveys physical and plant security, and researches and evaluates security methods, technology and equipment; prepares the security department's budget and maintains relevant records.

2. Consults with private contractors and public agencies and makes recommendations in order to develop an emergency response plan and implement security measures.

3. Sets performance standards for and periodically reviews performance of security personnel to see that they are carrying out orders and obtaining satisfactory results; inspects patrol areas to determine whether delegated responsibility is being performed efficiently; investigates complaints regarding subordinates; maintains disciplinary standards; and develops and implements staff training programs.

4. Conducts, or assists the San Francisco Police Department in conducting, criminal and other investigations within an assigned area of responsibility; plans for, takes charge of and implements emergency response at major incidents involving situations such as large crowds or events and at fires.

5. Is responsible for the booking and treatment of suspects; establishes programs and procedures for ascertaining previous police records of institution employees and reports findings to appropriate persons; cooperates, confers and maintains public relations and close liaison with the San Francisco Police Department, other municipal, state and federal officials.

6. When employed by San Francisco Community College District and in cooperation with the chairman of the City College Criminology Department, organizes and directs a police force of students enrolled in the Criminology Department; arranges with the San Francisco Police Department for the formal appointment of students to the campus police force as special officers; controls on-campus traffic and parking through the issuance of permits and citations.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications. . .and other particulars. . .Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9).

Knowledge, Abilities and Skills: Thorough knowledge of: modern principles of law enforcement, laws of arrest, and the California Motor Vehicle Code; and a comprehensive knowledge of the principles of organization and supervision as applied to effective security work.

Ability to: plan, organize and direct the work of security personnel; communicate very effectively both orally and in writing; testify in court as a witness; prepare reports and written recommendations; deal tactfully with subordinates, administrators, the public and representatives of other security agencies; make decisions in critical or emergency situations; organize and prioritize; delegate responsibility and research, develop and evaluate emergency plans and security systems.

License: Requires possession of the following valid licenses:

1. California Motor Vehicle Operator's License
2. Certificate of completion of California State Penal Code 832, "Arrest and Firearms" course.

Adopted: 6/7/62

Amended: 6/15/70; 5/21/73; 7/15/91

4237c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: BUILDING AND GROUNDS PATROL OFFICER

CODE: 8207

CHARACTERISTICS OF THE CLASS:

Under general supervision, patrols assigned buildings and grounds on foot or automobile; protects public property against damage, theft and trespassing; enforces security regulations governing the access to and use of public facilities; and performs related duties as required.

Requires responsibility for: Following established procedures regarding the enforcement of security regulations and the apprehension of persons violating the access and use of public facilities; serving as guard over prisoners held in a hospital facility preparing reports on patrol activities; making contact with the general public in connection with enforcement of rules and regulations.

EXAMPLES OF DUTIES:

1. Patrols and guards grounds, buildings, punches clock at various stations; prevents theft, damage or misuse of city property; protects items on public display; prevents loitering.

2. Inspects buildings to assure that they are properly secured; checks buildings and equipment to see that fire hazards are not present; checks and secures rest rooms at night and unlocks for daytime use.

3. When necessary, and acting as a special officer, apprehends persons engaged in acts of vandalism and theft and turns them over to police authorities or reports such action immediately to the Police Department; questions persons seeking entry to public buildings; enforces security regulations.

4. May guard prisoners/patients in hospital facilities.

5. May be required to wear a uniform and carry a weapon; may operate radio transmitting and receiving equipment.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by one year of experience as a special police officer, security guard or other position involving the active safeguarding of life and property; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: Public buildings and locations operated by various city departments; departmental regulations governing use of city facilities.

Requires ability to: Carry out written and oral instructions; act quickly in emergencies, prepare simple operational reports.

Requires the physical agility and stamina necessary to enforce security regulations and apprehend and hold persons involved in acts of vandalism or seeking illegal entry.

License: Requires possession of a valid California State Motor Vehicle Operator's License; eligibility for a certificate as a special police officer.

PROMOTIVE LINES:

TO: 8204 Institutional Police Officer

FROM: Original entrance examination

ADOPTED: 6-30-69

AMENDED: 12-14-70; 5-15-78

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PARK PATROL OFFICER

CODE: 8208

CHARACTERISTICS OF THE CLASS:

Under general supervision, patrols assigned areas on foot and by car in connection with preventing damage, destruction or theft to park and recreation grounds and facilities; and performs related duties as required.

Requires responsibility for: following established procedures in carrying out patrol assignments; making intermittent contacts with the general public in connection with the enforcement of rules and regulations of the departments preparing routine reports on patrol activities.

EXAMPLES OF DUTIES:

1. Patrols and guards recreation and park department areas and recreational facilities.
2. Inspects buildings to assure they are properly secured; checks equipment to see that fire hazards are not present; checks the area for vandalism; checks and secures rest rooms at night and unlocks for daytime use.
3. Punches clocks at various locations in area assigned; removes road obstructions and puts up barricades where necessary.
4. When necessary, and acting as a special officer, apprehends persons engaged in acts of vandalism and theft and turns them over to police authorities or reports such actions immediately to the police department.
5. Prevents children and juveniles from improperly using recreational facilities and equipment.
6. Assists the public in locating lost children.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of grammar school, supplemented by one year of experience as a watchman or guard.

Knowledge, Abilities and Skills: Requires knowledge of: park areas, facilities and locations operated by the recreation and park department; departmental regulations governing use of park and recreation facilities.

Requires ability to: carry out written and oral instructions; act quickly in emergencies; prepare simple operational reports.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: Head Park Patrol Officer

From: Original Examination
Watchman

AMENDED: 5-15-78

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: INSTITUTIONAL POLICE LIEUTENANT

CODE: 8209

CHARACTERISTICS OF THE CLASS:

Under general direction, manages the total operation of a moderate-sized law enforcement program of a county-operated facility or assists in the management of a larger program; supervises personnel engaged in the enforcement of city, county and state laws and ordinances; develops and interprets institutional law enforcement policies and procedures; and performs related duties as required.

DISTINGUISHING FEATURES:

Classification 8209 Institutional Police Lieutenant is distinguished from class 8206 Institutional Police Captain in that the Institutional Police Lieutenant may either be responsible for the activities of an institutional law enforcement program with a relatively small staff or assist a Captain in security operations having a large number of sites or staff. The higher level Institutional Police Captain directs a significantly larger security program at a major institution through subordinate supervisory personnel. The classification is distinguished from class 8205 Institutional Police Sergeant in that the Sergeant exercises immediate supervision over security personnel on an assigned shift, in addition to performing the lead duties of an Institutional Police Officer.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7).

1. Plans, assigns, directs and coordinates the activities and schedules of security personnel assigned to the law enforcement program of a county-operated facility, such as Laguna Honda Hospital, to provide adequate coverage for routine patrols, special events and emergency situations.

2. Directs the enforcement of city, county, and state laws and ordinances including applicable provisions of the Penal Code, Vehicle Code and Welfare and Institutions Code, and the implementation of institutional security rules, regulations, policies and procedures; interprets rules and regulations to staff, visitors, and patients; and establishes and maintains liaison with the San Francisco Police Department and municipal, state and federal agencies and personnel to obtain or furnish information regarding security activities and conduct security investigations.

3. Selects, supervises and evaluates security personnel, directly and through subordinates; investigates complaints concerning institutional security activities and initiates appropriate disciplinary action; assesses staff training needs; plans and conducts in-service training and orientation classes; and coordinates training of departmental personnel with the San Francisco Police Academy.

4. Reviews reports and records concerning security activities; determines final arrest charges; analyzes statistical data to determine patterns and characteristics of crimes and develops and implements remedial action; determines the need for revisions of existing institutional law enforcement policies and procedures and/or establishment of new policies and procedures.

EXAMPLES OF DUTIES: (Cont.)

5. Prepares the annual departmental budget for personnel, equipment and supplies.

6. May appear in court to provide testimony regarding arrests and citations.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Knowledge of: modern principles of law enforcement, laws of arrest, California Motor Vehicle Code and principles of organization and supervision as they apply to effective security work.

Ability to: supervise an institutional security program which includes the enforcement of City, County and State laws and ordinances and institution rules, regulations and security measures, and the assignment, training and discipline of subordinate security officers; review and approve routine and special reports of security activities and make effective recommendations.

Licenses: Requires possession of the following valid licenses:

1. California Motor Vehicle Operator's License
2. Certification of completion of California State Penal Code 832- "Arrest and Firearms" course.

ADOPTED: 11/1/76

AMENDED: 7/15/91

4200c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: HEAD PARK PATROL OFFICER

CODE: 8210

CHARACTERISTICS OF THE CLASS:

Under general supervision, supervises and assigns duties to Patrol Officers engaged in the protection of the properties of the recreation and park department; and performs related duties as required.

Requires responsibility for: explaining and enforcing rules and regulations applying to patrol and security activities; making regular contacts with the general public in connection with security operations; preparing and reviewing routine operational reports.

EXAMPLES OF DUTIES:

1. Supervises and assigns duties to Patrol Officers engaged in the patrol of park and recreational facilities; personally patrols assigned areas.
2. Compiles and prepares subordinates time and work reports; prepares duties assignments for patrol officers.
3. Makes arrests when necessary, acting as a special police officer; makes emergency repairs to buildings or facilities when required.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of grammar school, supplemented by at least two years of experience as a security guard.

Knowledge, Abilities and Skills: Requires good knowledge of: park areas, facilities and locations operated by the recreation and park department; departmental rules and regulations governing the use of park and recreation facilities.

Requires ability to: carry out written and oral instructions and interpret them to subordinates; supervise and assign duties to subordinates employed at widely separated locations; prepare and maintain routine operating records.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

TO: No normal lines of promotion

FROM: Park Patrol Officer

AMENDED: 5-15-78

CLASS TITLE: GATEKEEPER

CODE: 8212

CHARACTERISTICS OF THE CLASS:

Under general supervision, guards an entrance gate to institution grounds; directs traffic and gives directions; and performs related duties as required.

Requires responsibility for: carrying out, explaining and enforcing existing rules regarding admission to institutional grounds; making regular routine contacts with visitors, members of other departments, and the general public.

EXAMPLES OF DUTIES:

1. Stands guard at the entrance gate to hospital grounds; admits employees and authorized visitors; directs visitors and other authorized callers to proper locations concerned; refuses entrance to unauthorized and unwanted persons.

2. Directs incoming and outgoing automobile traffic to proper parking places.

3. In cases of fire or other emergencies, directs equipment to proper location of building; may lock and unlock main gates as required.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of grammar school, supplemented by one year of experience as a watchman or guard, including some public contact; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires ability to: deal tactfully, courteously and convincingly with the general public; rapidly learn rules and regulations and the physical layout of a large institution; follow oral and written instructions.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original entrance examination
Watchman

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: POLICE SERVICES AIDE

CODE: 8213

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs one or more of a wide variety of law enforcement tasks which do not require the status of a peace officer; controls vehicular and pedestrian traffic; enforces parking regulations; prepares incident reports under specific and limited circumstances; assists police officers in the custody and transporting of prisoners; enforces security regulations governing access to and use of public facilities; maintains two-way radio communications with mobile police field units; and performs related duties as required.

DISTINGUISHING FEATURES:

A Police Services Aide is a civilian employee of the Police Department who normally wears a uniform and badge and other assigned equipment. The basic function of this class is to relieve sworn personnel of a variety of tasks which do not require the training and status of a peace officer. Incumbents in this class must be prepared to perform a wide variety of diverse tasks and to be assigned to different units.

EXAMPLES OF DUTIES:

1. Takes information from victims after the occurrence of certain specified crimes and completes incident reports thereof; prepares stolen and recovered auto theft and auto boosting reports where need for preliminary investigation is not evident; prepare reports on abandoned autos, found property, accidents where no physical injury is involved, and missing and returned persons.
2. Assist sworn personnel in the processing, custody, control and transportation of arrestees.
3. Assists sworn personnel in retrieving stolen property or physical evidence from crime scenes and transporting same to a police or other facility.
4. Accepts evidential property for booking; tags property for safekeeping; checks out property to officers for use as evidence; and keeps records as required for custody of property.
5. Assists desk officers by answering routine questions from the public relating to police procedures and activities; may be required to perform routine clerical duties.
6. May operate a computer terminal in processing requests for information, status of stolen vehicles, outstanding warrants, and other computer stored data.
7. May operate a radio dispatched sedan or patrol wagon.
8. May be required to perform some of the duties of a Parking Control Officer or Traffic Control Officer; may provide security for public buildings, homes of public officials, and municipal transit.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school and at least three years of work experience, one year of which must have been in a position requiring the preparation of written reports or the performance of progressively responsible clerical duties.

CLASS TITLE: POLICE SERVICES AIDE

CODE: 8213

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires a general knowledge of: police procedures, activities and security provisions as related to the enforcement of parking and traffic laws; the preparation of incident reports, and such other law enforcement activities not requiring the status of a peace officer.

Requires the ability to: Analyze situations such as occur in the care and custody of arrestees and the protection of lives and properties; learn procedures involved in the care and custody of arrestees and evidential property; comprehend written material and learn and explain procedures and regulations; write clear, comprehensive and accurate reports; understand and follow directions; deal tactfully and effectively with other employees and the public; type at the rate of 30 words per minute.

License or Certificate Requirements: Requires possession of a valid California Driver's License and eligibility for a certificate as a Special Police Officer.

PROMOTIVE LINES:

TO: To be determined

FROM: 8214 Parking Control Officer
8215 Traffic Control Officer
8238 Police Communications Dispatcher

NEW CLASS

ADOPTED: 6-19-78

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

DOCUMENTS DEPT.

AUG 25 1999

SAN FRANCISCO
PUBLIC LIBRARY

8214 PARKING CONTROL OFFICER

Definition: Under general supervision, patrols an assigned area for the purpose of enforcing motor vehicle parking regulations, and performs related duties as required. Essential functions include: Operating a three-wheel vehicle, or walking, or riding a bicycle, or driving a van or automobile in patrolling the streets; issuing citations for illegal parking by means of handwritten and/or computer generated citations; directing vehicular and pedestrian traffic through the use of appropriate hand signals and whistles at specific intersections or control points; operating a radio transmitter to keep in contact with supervisors and to report circumstances requiring police action; preparing reports; and interacting with the public in explaining policies and procedures.

Distinguishing Features: Positions in this class are staffed by civilian employees who normally wear a uniform and badge but do not carry weapons and are responsible for explaining and enforcing provisions of the California Vehicle Code and local traffic codes related to the movement of vehicular and pedestrian traffic and parking regulations. Positions in this class are further distinguished by the need for making regular, responsible public contact concerning traffic direction and control. Employees will be required to work any shift, rotating shifts, weekends, and holidays and may be required to work overtime.

Supervision Exercised: None.

Examples of Important and Essential Duties:

According to Civil Service Commission rule 9, the duties specified below are representative of the range of duties assigned to class 8214 Parking Control Officer and are not intended to be an inclusive list.

1. Patrolling the streets in an assigned area to cite illegally parked vehicles and to enforce motor vehicle parking regulations. Places identifying marks on parked vehicles, or records identifying information into hand-held computer, and subsequently checks for these data/marks as means of identifying vehicles which are parked beyond the legal time limit.
2. Arranges for removal of unlawfully parked vehicles as authorized by various state and local codes; completes inventory form describing contents of the vehicle and any visible damage or missing parts.
3. Directs vehicular and pedestrian traffic by using appropriate hand signals and whistles at a specific intersection or other control points; assists pedestrians in crossing from curb to curb at intersections; directs traffic and manages crowds at the perimeters of fires, accidents, parades, and other public functions.
4. Operates and monitors a radio transmitter to keep in contact with supervisors and to inform departmental supervisors and dispatch centers of any circumstances requiring police or emergency assistance and acts in accordance with instructions received.
5. Makes notes of actions taken in line of duty and prepares detailed reports describing unusual problems encountered or instances observed relating to parking and traffic control; prepares daily reports.

6. Explains parking and traffic regulations; provides information in response to questions about routes of travel, points of interest, distances and related matters to the public; advises the public as to how and where they may contact the Police Department.
7. Lifts and attaches vehicle immobilization unit in order to immobilize vehicles.
8. Operates a motor vehicle with standard or automatic transmission, vans, and 3-wheel vehicles.
9. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications:

Knowledge of: California Vehicle Code and the San Francisco Traffic, Harbor and Park Codes; San Francisco street names, locations of public buildings, and recreational facilities, routes of travel, and other points of interest.

Ability to: Communicate clearly and effectively orally and in writing; accurately analyze situations and take an effective course of action; effectively interact with the public, parking violators, supervisors and staff in a tactful and courteous manner; read and understand departmental policies, rules, instructions, various codes, and city street maps; observe and recall street details and incidents; work independently with minimal supervision and under stressful and hostile conditions

Experience and Training Guidelines:

Experience: Two years of satisfactory public contact experience which must include providing information, or applying and explaining rules, regulations, and procedures, or responding to complaints as a primary responsibility; or two years military service on either active or reserve duty; or six months of experience as a parking control officer.

Training: High school diploma or equivalent (GED or High School Proficiency Examination). Sixty semester units or ninety quarter units from an accredited college or university may substitute for experience.

License or Certificate: Current valid Driver's License.

Special Requirements: Essential duties require the following physical skills and work environment: sit, stand, and walk for extended periods, engage in the repetitive motions involved in generating citations with a hand held computer or by hand and/or directing traffic; work in inclement weather. Some positions require the ability to lift 40 pounds as required to lift and attach a vehicle immobilization unit or to lift and position police barricades. Duties sometime involve interacting with the public under hostile conditions.

Effective Date: February 1, 1982

Reviewed/Amended Date: 8/6/99

Reason for Amendment: To update class specification to conform to current job duties, responsibilities, and requirements

(AMENDED)

CLASS TITLE: TRAFFIC CONTROL OFFICER

CODE: 8215

CHARACTERISTICS OF THE CLASS:

Under general supervision, directs and controls the flow of vehicular and pedestrian traffic at specific intersections or other control points; reports circumstances requiring police action; answers requests for information from citizens; and performs related duties as required.

Requires responsibility for carrying out, explaining and enforcing the provisions of the California Vehicle Code and the local traffic code with specific reference to the movement of vehicular and pedestrian traffic; making continual responsible public contact in connection with traffic direction and control and in responding to requests for information; preparing reports describing unusual problems or incidents related to traffic control. Nature of duties involves exposure to the hazards represented by moving vehicles in close proximity, adverse weather conditions, and long periods of standing on hard surfaces.

DISTINGUISHING FEATURES:

A Traffic Control Officer is a civilian employee of the Police Department who normally wears a uniform and badge but carries no weapon; is primarily responsible for the safe and expeditious passage of vehicles and persons through a specific intersection or other control point. While acting as a special police officer and assigned specific police functions involving the enforcement of the Vehicle Code, he can apprehend, restrain or arrest suspects or issue citations for moving traffic violations.

EXAMPLES OF DUTIES:

1. Directs, through the use of appropriate hand signals, vehicular and pedestrian traffic at a specific intersection or other control point; assists pedestrians in crossing from curb to curb at intersections; operates traffic signals manually.
2. Assists stranded motorists with mechanically defective vehicles and helps remove same to convenient location; keeps loading zones for buses and other transit vehicles clear; issues parking citations in bus and loading zones or other areas which contribute to traffic congestion; calls police tow detail for the removal of unlawfully parked cars as well as those obstructing the normal flow of traffic; makes arrests relative to traffic and vehicle code.
3. Operates a portable radio transceiver to report circumstances requiring police action to sworn supervisor or to police communications; prepares brief reports describing unusual problems or incidents relating to traffic control.
4. Clears traffic and controls crowds at parades and other public functions.
5. Renders first-aid to citizens in need of medical attention and summons ambulance.
6. Answers requests for information from citizens regarding locations of public and private buildings, public transportation and other facilities within the local area.
7. May be required to operate a three-wheel motorcycle and perform the duties of a Parking Controlman.

MINIMUM QUALIFICATIONS:

Training and Experience: Graduation from high school or equivalency and one year of experience as a Parking Controlman; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of the California Vehicle Code and local traffic code relating to traffic violations; city and county locations.

CLASS TITLE: TRAFFIC CONTROL OFFICER

CODE: 8215

MINIMUM QUALIFICATIONS: (contd)

Requires the ability to: Learn the methods and techniques of traffic direction and control; analyze situations and take effective course of action; understand and follow directions; write clear and concise reports; deal courteously and effectively with other employees and the general public; must demonstrate an interest in and aptitude for traffic control work.

License or Certificate Requirements: Requires possession of a valid California Driver's License and eligibility for a certificate as a Special Police Officer.

PROMOTIVE LINES:

To : 8217 Station Officer

From: 8214 Parking Controlman
Original entrance examination

AMENDED: 3/22/71

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR PARKING CONTROL OFFICER

CODE: 8216

CHARACTERISTICS OF THE CLASS:

Under direction, supervises a group of employees in an assigned area and participates in parking enforcement and traffic and pedestrian safety activities; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class are staffed by civilian employees who normally wear a uniform and badge but do not carry weapons. They are working supervisors located in the field and are responsible for ensuring a proper level of parking enforcement as well as compliance with related department policies, rules and regulations. Positions in this class also coordinate intersection control activities. Nature of duties involves exposure to inclement weather and some hazards in the operation of valuable equipment, the proximity of moving vehicles and periods of standing on hard surfaces.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, assigns, coordinates and reviews the activities of Parking Control Officers in an assigned area engaged in parking enforcement, intersection control and parking violation vehicle impounds; operates a three-wheel motorcycle or other equipment in the field while performing these duties.

2. Cites illegally parked motor vehicles on a spot-check basis and may occasionally perform the work on a relief basis.

3. Trains subordinates in techniques of parking control enforcement and intersection control.

4. Informs the public on departmental policies and regulations; assists in the investigation of complaints by the public.

5. Reviews the work of subordinates for completeness and accuracy, and ensures that work performance meets established standards; prepares performance evaluations of subordinates.

6. Inspects subordinate personnel and their equipment for fitness for duty.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply. (CSC Rule 9)

Knowledge, Abilities and Skills: Working knowledge of: the California Vehicle Code and local traffic code relating to parking violations; city and county districts and locations; techniques of directing vehicular and pedestrian traffic; modern principles of supervision.

CLASS TITLE: SENIOR PARKING CONTROL OFFICER

CODE: 8216

QUALIFICATIONS: (Cont.)

Ability to: plan, organize, supervise and train subordinates; enforce the California Vehicle Code and local traffic code relating to parking violations and the General Orders of the S.F. Police Department that apply to Parking Control Officers; analyze traffic control situations and take effective course of action in emergency situations; explain policies, procedures and regulations; deal tactfully and courteously with the general public and others; write clear and comprehensive reports.

License: Requires possession of a valid California motor vehicle driver's license.

ADOPTED: 11-7-88

#4036c

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: STATION OFFICER

CODE: 8217

CHARACTERISTICS OF THE CLASS:

Under general supervision, assists police personnel in the processing, custody and control of arrestees in a district station, jail or hospital facility; may supervise employees engaged in the cleaning and routine maintenance of jails, stations and other police facilities; accepts and maintains accountability for evidential property taken into custody; and performs related duties as required.

Requires responsibility for carrying out and enforcing policies, rules and regulations regarding the processing and custody of arrestees; making continual contact with arrestees, police personnel and the general public in connection with the custody and control of prisoners in a jail facility and accountability for prisoners' and evidential property; preparing reports describing unusual situations or incidents related to custody and control of arrestees; nature of the duties involves exposure to physical hazards when working in the proximity of arrestees.

DISTINGUISHING FEATURES:

A Station Officer is a civilian employee of the Police Department who normally wears a uniform and badge and may be required to carry weapons under certain circumstances. His basic function is to relieve sworn personnel of a variety of routine tasks which do not require the training or status of a peace officer. He must adjust to the environment, discipline and procedures common to jails, stations and other police facilities. Assignments may include assisting sworn personnel in the booking and initial processing of arrestees, the custody and control of prisoners in a police station, jail or hospital facility and the custody of evidential property.

EXAMPLES OF DUTIES:

1. Assists sworn personnel in the booking and processing of arrestees; types booking documents; fingerprints arrestees; may escort prisoners to and from cells.
2. Assists in the feeding and supervision of arrestees in police stations or jails.
3. Assists desk officers by answering citizens' routine questions relating to police procedures and activities; may be required to perform routine clerical duties in district stations.
4. Accepts evidential property for booking; tags property for identification and maintains a file on all property in custody; stores property for safe keeping.
5. Checks out property to officers for use as evidence; releases property to rightful owners following loss of its evidential value; keeps records and prepares forms associated with the custody of property.
6. May supervise civilian custodial personnel in maintaining jails, stations and other police facilities, including yards and grounds, in a clean and orderly condition; supervises the maintenance and issuance of janitorial supplies.
7. Guards prisoners at a hospital facility or other institution.

MINIMUM QUALIFICATIONS:

Training and Experience: Graduation from high school or equivalency and at least two years of full-time paid experience as a Parking Controlman or Traffic Control Officer or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a general knowledge of police procedures, activities and security provisions as related to the care and custody of arrestees and evidential property; the practices and procedures involved in booking

CLASS TITLE: STATION OFFICER

CODE: 8217

MINIMUM QUALIFICATIONS: (contd)

and fingerprinting arrestees; the principles and practices of supervision; the use, care and maintenance of custodial equipment; safety practices as applied to custodial work.

Requires the ability to: Analyze situations such as occur in the care and custody of arrestees and the protection of life and property; comprehend written material and to learn and explain procedures and regulations; write clear and comprehensive reports; understand and follow directions; deal tactfully and effectively with other employees and the public; type at the rate of 30 words per minute.

License: Requires a valid Class 3 Driver's License issued by the California Department of Motor Vehicles and eligibility for a certificate as a special police officer.

PROMOTIVE LINES:

To : No normal line of promotion

From: 8214 Parking Controlman
8215 Traffic Control Officer
Original entrance examination

AMENDED: 8/24/70; 3/22/71

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MUNICIPAL TRANSIT POLICE OFFICER

CODE: 8218

CHARACTERISTICS OF THE CLASS:

Under general supervision, patrols operating municipal transit vehicles, transit stop areas and bus curb zones; protects municipal transit equipment against vandalism, theft and illegal entry; maintains order on transit lines and stop areas; issues parking citations; directs traffic as required; and performs related duties as required.

Requires responsibility for: preventing crime and apprehending perpetrators of crime and vandalism on municipal transit lines and transit stop areas; maintaining passenger control; preparing incident reports and informing sworn personnel of unusual problems and incidents. Nature of duties involves some exposure to adverse weather conditions, the hazards of working on moving vehicles and with possibly hostile people.

DISTINGUISHING FEATURES:

A Municipal Transit Police Officer is a civilian employee of the Police Department who normally wears a uniform and badge and other assigned equipment. Incumbents in this class perform limited peace officer duties (Penal Code section 830.6) in narrowly restricted environments and geographic areas. They may exercise police powers in emergency situations or under the direct supervision of sworn personnel.

EXAMPLES OF DUTIES:

1. Patrols operating municipal transit vehicles, transit stops, curb bus zones, transit stops at assigned high schools, and transit stops at public facilities where games or other public functions are being held; may patrol in plain clothes as directed.
2. Controls crowds of passengers; prevents improper boarding of transit vehicles; maintains order on and in the areas of transit vehicles; enforces relevant laws and ordinances.
3. Apprehends persons engaged in acts of vandalism or other criminal activities on municipal transit lines and turns them over to police authorities; prepares incident reports.
4. Issues parking citations to vehicles illegally parked in or near transit zones.
5. Directs traffic around stalled transit equipment.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school or equivalent.

Knowledge, Abilities and Skills: Following Police Department training, an employee is expected to acquire a knowledge of: police procedures and activities as related to law enforcement on municipal transit lines and stops; the laws of arrest.

Requires the physical agility and stamina necessary to enforce the law and apprehend and hold persons involved in acts of vandalism and other criminal activity.

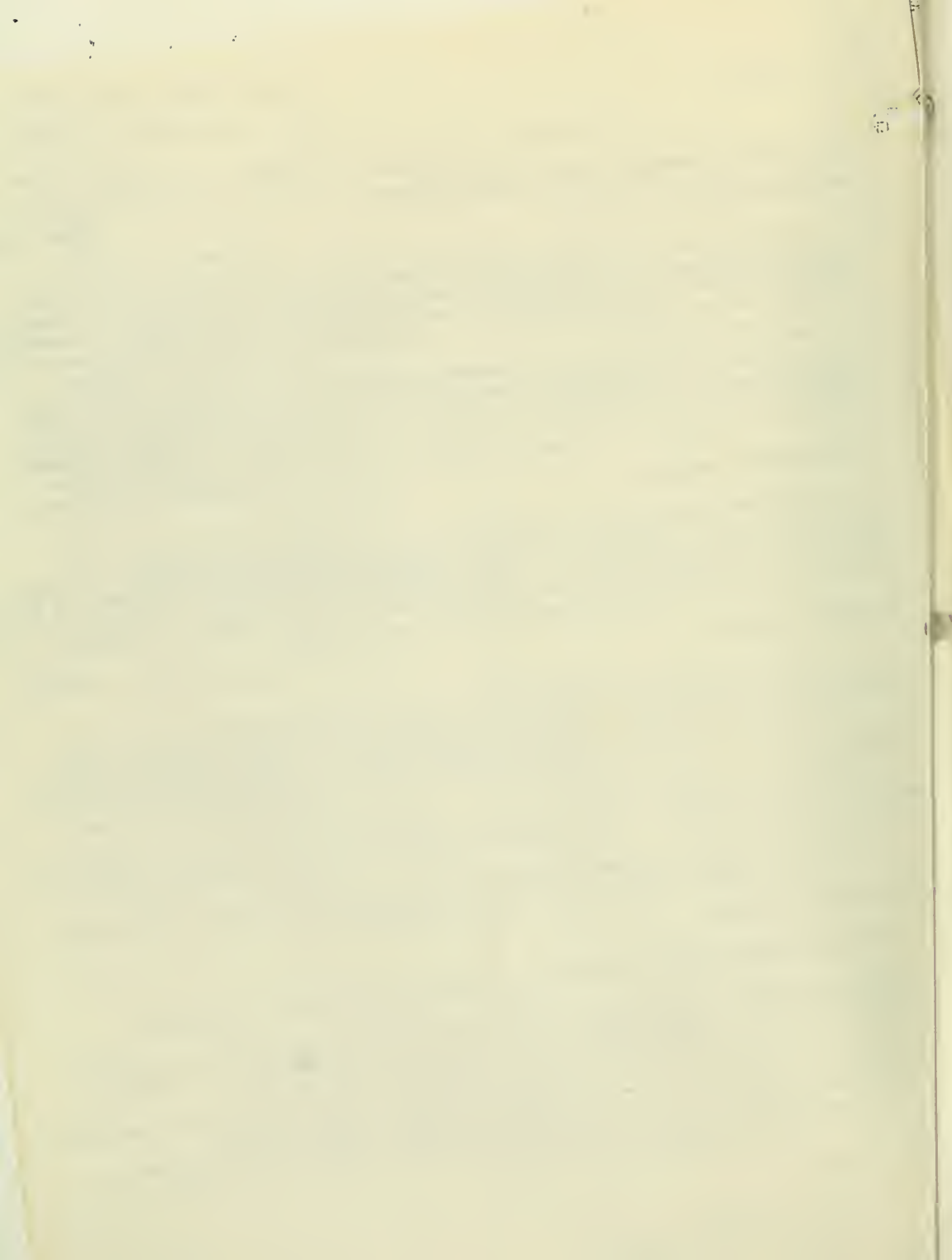
Requires the ability to: carry out written and oral instructions; think and act quickly in emergencies; write accurate and clear incident reports; deal tactfully and effectively with other employees and the public.

PROMOTIVE LINES:

TO: To be determined

FROM: Original entrance examination

ADOPTED: 8-20-79



MAY - 1 2001

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCESSAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: PARKING ENFORCEMENT ADMINISTRATOR

JOB CODE: 8219

Business Unit: COMMN

Definition:

Under general direction, plans and directs the activities of a group of Senior Parking Control Officers and Parking Control Officers engaged in parking enforcement and intersection control; may direct the activities of special operations including vehicle seizure, boot/scofflaw, special events administration, or other program areas; develops, implements, and enforces parking enforcement policies and procedures; promotes the parking enforcement program by establishing rapport and liaison with the public, residential and business communities, and public and private agencies; represents the department in public meetings.

Distinguishing Features:

This class is distinguished from 8216 Senior Parking Control Officer by the increased responsibility in the administration and oversight of the Enforcement Division and coordination of Division activities. It is distinguished from the Director of Enforcement in that the Administrator is responsible for the supervision and oversight of day to day activities of the Division, usually for one program area, whereas the Director is responsible for the long range planning and general administration of the Division.

Supervision Exercised:

The Parking Enforcement Administrator is a second level supervisor and supervises, through Senior Parking Control Officers, a section of Parking Control Officers or program of enforcement.

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Plans, administers, directs and evaluates the work of a program in parking enforcement and traffic control, including the implementation of policies, rules, and regulations; makes assignments to maintain staffing levels; oversees and evaluates employee performance; participates in the development of the program budget; sets up a system to monitor the storage, distribution, and maintenance of equipment and supplies.
2. Assigns personnel to various shifts, beats and special details and special events; schedules personnel and monitors overtime.
3. Prepares periodic activity and management status reports related to parking enforcement and traffic control; makes presentations to management staff, community groups, and other groups.
4. Establishes performance standards, implements standards, evaluates performance; makes field observations to ensure service levels are maintained; ensures compliance with the enforcement of parking control regulations; ensures compliance with departmental policies and procedures.

JOB CODE TITLE: PARKING ENFORCEMENT ADMINISTRATOR

JOB CODE: 8219

Business Unit: COMM

5. Develops and conducts training programs for parking control and senior parking control personnel; institutes a customer service training program; evaluates the conduct of the program.
6. Conducts investigations of employee conduct, complaints, accidents, and other related areas.
7. Researches and responds to inquiries from the general public.
8. Formulates and implements policies and procedures regarding parking enforcement and traffic control.
9. Acts as liaison with personnel in the hiring and termination of staff and other personnel related matters.
10. Performs related duties as assigned.

Job Related and Essential Qualifications:

Knowledge of: California Vehicle Code, Municipal Traffic Code, local ordinances, Traffic Commission Resolutions and Departmental policies and procedures relating to parking and traffic control; techniques of directing vehicular and pedestrian traffic; modern principles of management; budget principles; customer service and program management.

Ability to: plan, organize, and supervise employees engaged in parking enforcement and intersection control activities in the Enforcement Division; effectively manage diverse operations and develop and implement programs, strategies and procedures related to parking enforcement, intersection control, and special parking enforcement operations; conduct studies and make recommendations; analyze traffic control situations and take effective administrative action; use various computer systems; use good judgment when communicating information to the public, the media or governmental representatives; make expert decisions on policies affecting parking control/traffic control matters; interpret and apply relevant municipal codes and ordinances; write clear, concise and accurate reports; speak effectively with a variety of groups and individuals; maintain effective working relationships with peers, managers, staff, governmental officials and the public.

Experience and Training Guidelines:

Experience: Five years of parking and traffic control field experience at a level equivalent to City class 8214 Parking Control Officer, including three years at a supervisory level.

License: Possession of a valid driver's license.

Effective Date: 7/01/01

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

8220 PARKING SERVICES DIRECTOR

Definition: Under general administrative direction, manages and oversees activities related to parking services including, but not limited to, residential parking and citation processing; assigns and directs work of subordinate staff; reviews program activities and customer service needs; prepares budgets; and writes reports and correspondence for submission to the department head and public officials.

Distinguishing Features: This position functions in a management capacity within the Department of Parking and Traffic. Working with managers from Residential Parking Permits, Parking Citations and Enforcement, this position oversees and assists with coordinating program activities as they relate to parking enforcement, administrative reviews, citation processing, residential permits and tow-away zones to improve customer service and enhance employee performance and productivity.

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 7, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Oversee implementation of department policies, rules and regulations related to personnel, budgeting, purchasing, customer service, and other administrative activities.
2. Develop programs and procedures related to punctuality, absenteeism, training, and customer service to promote employee performance and productivity.
3. Direct program operations through subordinate staff in connection with the processing of residential parking permits, collecting parking citation penalties, administrative reviews and Project 20 sign-ups.
4. Develop new employee orientation, cross training programs, and in-service training for existing staff.
5. Consult with departmental representatives, community organizations and vendors on matters relating to demands on parking and customer services, residential parking permit areas, administrative reviews, and liaison with and an advisor to staff on Enforcement Division activities impacting program operations.
6. Assign, review and evaluate staff performance and productivity; train and develop employees to evaluate information and process parking citations, Project 20 enrollments, and resolve conflicts with citizens.
7. Directs preparation of program budgets; reviews budget requests to ensure consistency with department goals and objectives.

8. Prepare reports for submission to the Parking and Traffic Commission and the Executive Director regarding program activities; assists with preparation of legislation and resolutions.
9. Reviews, analyzes and evaluates policies and procedures to ensure program operations are consistent with department goals and objectives.
10. Represents the department at the Parking and Traffic Commission meetings and in other areas relating to parking services.
11. Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: California Vehicle Code, Municipal Traffic Code, Ordinances and regulations; standard legal procedures; comprehensive knowledge of management principles and practices, customer service and program management; budget principles; and general knowledge of systems analysis.

Ability to: Effectively manage and supervise the activities of a large diverse operations; formulate, develop and implement management systems and organizational programs; exercise judgement and discretion on applying and interpreting policies and procedures; communicate effectively verbally and in writing; maintain working relations with a variety of government officials, staff, members of the public and other department and city managers.

Experience and Training Guidelines: Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

Experience: Five (5) years of management experience in a large and diverse public service organization.

Possession of a valid driver's license.

Effective Date: July 20, 1992

Amended Date: April 25, 1997

Reason for Amendment: The Department is reorganizing the Department of Parking and Traffic operations to enhance customer service.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHIEF, PROTECTIVE SERVICES
PUBLIC UTILITIES COMMISSION

CODE: 8221

CHARACTERISTICS OF THE CLASS:

Under administrative direction, plans, organizes, directs and controls a comprehensive law enforcement, security and investigation program; develops and implements a crime prevention and deterrence program to protect PUC facilities, equipment, revenue, and personnel; participates in a wide variety of investigative activities of unusual complexity or of a highly confidential or sensitive nature in connection with alleged or suspected violations of criminal or civil law, charter, or PUC policy; directs through subordinate personnel the work of contract security forces and all law enforcement personnel and activities within PUC, and performs related duties as required.

DISTINGUISHING FEATURES:

This position is the chief law enforcement position for the PUC and reports directly to the General Manager, Public Utilities Commission.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Develops law enforcement and security priorities, procedures and policies to protect commission facilities, equipment, revenue, and personnel; plans and directs the conduct of studies of law enforcement and security needs through field audits, meetings, surveys, risk/threat/vulnerability analysis, and other fact-gathering techniques; analyzes and evaluates law enforcement and security alternatives utilizing qualitative and quantitative methods including cost-benefit analysis; selects, implements, and maintains optimum law enforcement and security measures.

2. Manages contract administration for security patrol services; develops requests-for-proposal for soliciting contract security services; participates in contract negotiations and contractor selection; monitors contractor performance in order to evaluate compliance with contract terms.

3. Directs the work of contract employees through supervisory contract personnel; defines law enforcement and security priorities and establishes techniques, policies and procedures for law enforcement and security measures; outlines standards of training for all security and law enforcement personnel; directs the law enforcement activities of watershed keepers and other law enforcement personnel assigned to protect PUC facilities, equipment, revenue and the general public who utilize PUC facilities services.

4. Develops, in conjunction with the PUC training unit, personal security training for PUC employees with particular emphasis on security and safety awareness.

5. Directs and may participate in the investigation of alleged or suspected violations of criminal and civil law, violations of the city charter and PUC policy; prepares and presents reports of investigations to the General Manager, PUC, Bureau of Personnel and Training, District Attorney and Police Department; develops, directs, interprets, enforces, and coordinates policies, methods and procedures relating to law enforcement, security and investigative activities.

EXAMPLES OF DUTIES: (continued)

6. Acts as liaison for the General Manager, PUC with federal, state and local law enforcement agencies; reviews and analyzes all law enforcement, security and investigative reports submitted by outside agencies and prepares a report or response to the appropriate departments.

7. Establishes budget objectives and directs budget expenditures; establishes performance measures for the law enforcement, security and investigative program; ensures that objectives and measures are met.

8. Makes peace officer arrests in critical or emergency situations.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply" (CSC Rule 9)

Knowledge, Abilities and Skills: Comprehensive knowledge of existing criminal codes and laws; investigative techniques and methods; the sources of information necessary to conduct a wide variety of investigative activities.

Thorough knowledge of law enforcement methods and techniques particularly as related to crime prevention and deterrence, and knowledge of the operation of private security companies.

Good knowledge of management practices and techniques including budgeting, analytical methods, supervision, policy and procedures development and motivational training techniques.

Ability to: Analyze law enforcement and security deficiencies, define and develop alternative law enforcement and security procedures; coordinate, direct and maintain a comprehensive law enforcement and security program for a multi-faceted organization; deal courteously and effectively with management, employees, representatives of governmental agencies and the general public; analyze investigative information; act calmly, effectively and quickly while planning or implementing strategies in emergency situations; communicate clearly and concisely in oral and written form.

LICENSES: 1. A State of California Private Patrol Operator's license.
 2. A valid California driver's license.
 3. A State of California, Department of Justice, Commission of Peace Officer Standards and Training (POST) Advance Certification.

ADOPTED: 2/7/83

RETITLED AND AMENDED: 2/9/87

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: HOUSING AUTHORITY POLICE OFFICER

CODE: 8222

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs security, patrol and crime prevention duties for the San Francisco Housing Authority; patrols assigned areas; responds to calls for assistance and protection of life and property; enforces state and local laws and Housing Authority regulations; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the first level in the Housing Authority Police series. Housing Authority Police Officers are under the jurisdiction of the S.F. Police Dept. having responsibility for patrol, crime prevention and public assistance in and around Housing Authority projects. Incumbents in this class report to Housing Authority Police Sergeants who schedule, assign and review the duties of the Officers. Housing Authority Police Officers serve as peace officers while engaged in performance of their duties according to California Penal Code Section 8.340.4(i).

EXAMPLES OF DUTIES:

1. Patrols assigned areas in a radio car or on foot; answers calls for assistance in protection of life and property, responding to reported crimes or burglary alarms on Housing Authority property. Verifies tenant requests for emergency maintenance work; notifies dispatcher by radio that repair is required.
2. Conducts preliminary investigations of disturbances involving prowlers, burglaries, thefts, vehicular accidents. May make arrests and transport suspects to San Francisco Police Dept. custody; prepares reports according to law and Housing Authority regulations.
3. Enforces state and local traffic laws and regulations on Housing Authority property; may direct traffic and regulate vehicle flow during an emergency or under the direction of Police and Safety personnel; stops and warns drivers who are operating vehicles in violation of the law; issues citations and makes arrests as required.
4. Prepares reports of arrests made, investigations conducted, abandoned vehicles towed and other incidents on Housing Authority property. May collect and preserve evidence and testify in court in connection with criminal prosecution; may serve subpoenas.
5. Renders assistance to S.F. Police Dept., Fire Dept., PUC personnel, maintenance personnel and others in the event of emergency or as necessary.
6. Provides information and assistance to Housing Authority tenants and the public.
7. Performs station assignments such as answering telephones; monitoring radios; and maintaining activity logs.

MINIMUM QUALIFICATIONS:

Training and Experience: Completion of high school, supplemented by one year of experience requiring the safe guarding of life and property; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Knowledge of: state and local laws, California Vehicle Code, and Housing Authority regulations. Ability to: interpret and enforce state and local laws and Housing Authority regulations; communicate effectively and courteously with the public, other police and safety personnel and others; respond quickly and appropriately to emergencies; follow oral and written instructions; prepare routine work reports.

Requires training and skill in the use of firearms.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: HOUSING AUTHORITY POLICE SERGEANT

CODE: 8223

CHARACTERISTICS OF THE CLASS:

Under direction, acts as the immediate supervisor of a group of Housing Authority Police Officers performing security, patrol and crime prevention duties for the San Francisco Housing Authority; directs subordinates to respond to calls for assistance in protection of life and property; interprets and enforces state and local laws and Housing Authority regulations; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the first-line supervisory level in the Housing Authority Police series. Housing Authority Police Sergeants are under the jurisdiction of the Police department, having responsibility for direct supervision of Housing Authority Police patrol, crime prevention and public assistance duties in and around Housing Authority projects. Incumbents in this class are responsible for a group of officers on a particular watch. Housing Authority Police Lieutenants, the next higher class in the series, have responsibility for the daily operations and administration of all Housing Authority Police Officers. Housing Authority Police Sergeants serve as peace officers while engaged in performance of their duties according to California Penal Code Section 8.340.4(i).

EXAMPLES OF DUTIES:

1. Serves as dispatcher in the central office, monitoring calls for assistance received by two-way radio and directing subordinate officers to respond. May personally respond to calls or in the event of an emergency, consulting superiors if appropriate.
2. Maintains schedules of officers on duty, records of beats, routine and special assignments, and ensures sufficient personnel for coverage of assigned areas and responsibilities.
3. Prepares reports regarding safety and security conditions throughout the defined public housing areas. Prepares, or supervises the preparation of, reports relative to the maintenance of Housing Authority property.
4. Reviews arrest reports and reports of incidents, such as verification of emergency maintenance work required, prepared by officers to ensure these are properly completed according to law and Housing Authority regulations.
5. Conducts preliminary investigations, may refer further investigation to San Francisco Police Dept. as appropriate; testifies in court in connection with criminal prosecution.
6. Instructs Housing Authority Police Officers on procedures and regulations, interpreting and transmitting departmental policies and ensuring their enforcement.
7. Establishes and maintains an effective working relationship with, and provides information and assistance to, Housing Authority tenants, the public, members of other law enforcement agencies and others.

MINIMUM QUALIFICATIONS:

Training and Experience: Completion of high school, supplemented by three years of Police Officer Standards and Training (P.O.S.T.) certificated law enforcement experience; or an equivalent combination of training and experience.

CLASS TITLE: HOUSING AUTHORITY POLICE SERGEANT

CODE: 8223

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Knowledge of: state and local laws, California Vehicle Code and Housing Authority regulations and policy: California Criminal Law, laws of arrest, search and seizure; traffic laws; rules of evidence and court procedures. Ability to: supervise and direct the work of subordinates; transmit, interpret and enforce applicable laws and regulations; prepare and, supervise the preparation of, clear, accurate reports and other documents; communicate effectively and courteously with staff, the public, other police and safety personnel and others.

Requires training and skill in the use of firearms.

ADOPTED: 3-12-84

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: HOUSING AUTHORITY POLICE LIEUTENANT

CODE: 8224

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, directs and supervises the daily operations of the Housing Authority Police performing security, patrol and crime prevention duties for the San Francisco Housing Authority; coordinates scheduling, staffing, training and budgeting functions; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the second-line supervisory level in the Housing Authority Police series. Housing Authority Police Lieutenants are under the jurisdiction of the Police department, having responsibility for daily operations and administration of all Housing Authority Police patrol, crime prevention and public assistance duties in and around Housing Authority projects. Incumbents in this class are responsible for assisting the Housing Authority Police Commander in administering a wide variety of managerial functions and act for the Housing Authority Police Commander in case of absence. Housing Authority Police Lieutenants serve as peace officers while engaged in performance of their duties according to California Penal Code Section 8.340.4(i).

EXAMPLES OF DUTIES:

1. Supervises the daily operations of the Housing Authority Police and directly supervises Housing Authority Police Sergeants; ensures the enforcement of Housing Authority policies, regulations and laws applicable to Housing Authority Police activity; coordinates Housing Authority Police operations with those of other law enforcement agencies.
2. Determines schedules for all watches or sections of Officers and security guards to ensure adequate 24-hour staffing and patrolling of Housing Authority facilities.
3. Develops training programs for subordinate personnel; evaluates training needs and coordinates with the San Francisco Police Dept. and other law enforcement agencies to obtain in-service training for Housing Authority Police personnel.
4. Reviews and investigates complaints relative to Housing Authority Police matters; acts, under direction, as an internal affairs investigator; prepares reports for Housing Authority Police Commander, making recommendations for remedial action as appropriate.
5. Assists Commander in departmental administration and planning; collects, reviews and evaluates data relative to Housing Authority Police staffing, scheduling, budgeting, program development and training activities; makes recommendations concerning policies and procedures.
6. Assists Commander in the selection of new Housing Authority Police staff; performs background investigations on newly hired officers and reports such findings to the Commander.

MINIMUM QUALIFICATIONS:

Training and Experience: Completion of high school, supplemented by eight years progressively responsible experience as a law enforcement officer, including three years at the supervisory level; or an equivalent combination of training and experience.

Requires successful completion of the Police Officer Standards and Training (P.O.S.T.) course.

CLASS TITLE: HOUSING AUTHORITY POLICE LIEUTENANT

CODE: 8224

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Comprehensive knowledge of: state and local laws, California Vehicle Code and Housing Authority regulations and policy; California Criminal Law, laws of arrest, search and seizure; traffic laws, rules of evidence and court procedures; modern principles and practices of effective law enforcement; personnel management and administrative practices.

Considerable ability to: transmit, interpret and enforce applicable laws, regulations and policies; assist in the organization, supervision, training and deployment of all Housing Authority Police personnel; initiate, evaluate and approve a variety of administrative reports and make recommendations accordingly; establish and maintain effective working relationships with staff, other law enforcement and safety personnel, the public and others.

Requires training and skill in the use of firearms.

ADOPTED: 3-12-84

CLASS TITLE: MUSEUM GUARD

CODE: 8226

CHARACTERISTICS OF THE CLASS:

Under supervision, protects and guards life and property within a museum; gives general information and directions to visitors; performs incidental janitorial work in connection with the upkeep and care of galleries and exhibits; and performs related duties as required.

Requires responsibility for: following established rules and procedures relating to security activities; continuing routine contacts with the general public.

EXAMPLES OF DUTIES:

1. Patrols or stands guard in an assigned area of a museum; protects exhibits, occupants and buildings from theft, damage, accidents and fire; enforces rules and regulations governing conduct of the public with relation to the building, exhibits and grounds; submits reports on the condition of exhibits, equipment failures and unusual happenings or hazardous conditions.
2. Receives visitors and answers questions regarding the location of paintings, exhibits and general information about the museum.
3. Performs incidental janitorial duties necessary for the proper appearance of the assigned station; sweeps floors; dusts furniture, polishes glass exhibit cases.
4. During emergencies, may occasionally perform a variety of duties in assisting in the installation and removal of temporary exhibits.

MINIMUM QUALIFICATIONS:

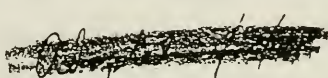
Training and Experience: Requires completion of grammar school, supplemented by two years of experience as a watchman or guard, including some public contact experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires ability to: enforce rules and regulations governing conduct of the public with relation to valuable exhibits and public property; demonstrate a neat and courteous appearance to the visitors of the museum.

PROMOTIVE LINES:

To: Senior Museum Guard

From: Watchman
Original Entrance Examination



CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

DOCUMENTS DEPT.
APR 18 2001
SAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: MUSEUM SECURITY SUPERVISOR

JOB CODE: 8228

Business Unit: COMMN

Definition:

Under general supervision, the Museum Security Supervisor assists in supervising the overall security operations of a museum. The essential functions of this job code include: supervising the line security operations of a museum; assisting guards in securing museum exhibits and facilities, including serving as museum guard post as needed; scheduling guards to meet security needs of the facility and for special events; supervising the general cleaning of exhibits/cases and floor areas; performing walk-throughs of public areas to ensure cleanliness and availability of information materials; observing and inspecting guards and their assigned areas to assure compliance with policies and procedures; monitoring guard performance; carrying out transition procedures between shifts; assisting in incident resolution; providing ongoing employee training; acting as the on-site security manager in the absence of the Director of Security and/or designated personnel; communicating to appropriate management regarding maintenance and security conditions; resolving complaints and providing back-up support to guards; responding to staff and museum patrons' requests for information. The nature of the work requires some sustained physical effort involving considerable standing and walking for extended periods of time. Incumbents may be required to work any shift, rotating shifts, weekends, holidays and overtime may be assigned as necessary. Incumbents may also be assigned to work at the South San Francisco location and may be required to carry a firearm.

Distinguishing Features:

The 8228 Museum Security Supervisor supervises the work of subordinate staff who provide security and perform other related duties for the museums.

Supervision Exercised:

Provides supervision, training and scheduling of subordinate staff.

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Supervises the line security operations of a museum in order to assure the safety of museum patrons and to prevent loss or damage to art exhibits and facilities; may assist guards in securing museum exhibits and facilities, including serving a museum guard post as needed; schedules guards to meet security needs of facility and for special events.
2. Supervises the general cleaning of exhibit/cases and floor areas in order to maintain the cleanliness and appearance of museum exhibition areas and other public spaces; performs walk-throughs of public areas to ensure cleanliness and the availability of informational materials (i.e., rack cards, brochures, gallery guides, etc.).
3. Observes and inspects guards and their assigned areas to assure compliance with established policies and procedures and the maintenance of professional standards; monitors and evaluates performance; carries out transition procedures between shifts; assists in incident resolution as needed; provides ongoing employee training.
4. May act as on-site security manager in the absence of the Assistant Director of Security and/or designated personnel in emergency situations.
5. Communicates to appropriate management regarding maintenance and security conditions in the museum using various computer programs.

6. Resolves complaints and provides back up support to guards during incidents where supervisory intervention is necessary; responds to staff and museum patrons' requests for information in a manner consistent with the museum's standards for customer service maintaining good public relations.
7. Performs other duties as assigned.

Job Related and Essential Qualifications:

Knowledge of: general techniques and practices for public safety, preventing loss or damage to museum exhibits and facilities; general practices relating to the oversight of security operations; legal arrest requirements; first aid; CPR; emergency response plans; access control; surveillance systems; fire systems monitoring; use of fire extinguishers; initial hazardous materials incident response; electronic alarm systems; communication equipment and emergency evacuation plans.

Ability to: plan, schedule, train, assign, motivate and monitor the activities of subordinate personnel; enforce rules and regulations governing conduct of the public; deal tactfully and appropriately with the general public and staff; effectively convey information and instructions to subordinates, museum personnel and the general public in person or over the radio, including during emergencies; prepare concise and accurate; and use various software programs and operate computerized security surveillance and fire detection systems.

Experience and Training Guidelines:

Possession of a current California Security Guard Registration Card; **AND**

Two (2) years of verifiable experience as a museum guard (equivalent to class 8226); **OR** two (2) years of verifiable experience supervising security guards

Special Conditions:

Some positions may require the following:

- Possession of a current California Firearms Permit (which includes completion of course P.C. 832 "Arrest and Firearms")
- Possession of a valid Class C or III driver license

Note:

Appointees to the 8228 Museum Security Supervisor class must successfully complete a CPR and First Aid certificate prior to completion of the probationary period.

RETITLED AND AMENDED: 4/6/01

Reason for Amendment:

To retitle this job code and accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

CLASS TITLE: CHIEF MUSEUM GUARD

CODE: 3230

CHARACTERISTICS OF THE CLASS:

Under direction trains, assigns and directs the work of the museum guard force; receives and attends to complaints from the general public; inspects buildings, grounds and exhibits for compliance with security and maintenance standards; and performs related duties as required.

Requires responsibility for: coordinating and enforcing the museum's security program; making regular responsible contacts with museum patrons and staff.

EXAMPLES OF DUTIES:

1. Instructs, trains and maintains discipline of museum guards; assigns duty stations and cleaning duties and inspects galleries for proper upkeep and general condition of the area; establishes vacation and work schedules; patrols museum building and surrounding grounds to insure compliance with security standards; assigns guards to special assignments involving the maintenance, installation and storage of exhibits.

2. Attends to all emergency situations in the museum and directs the proper course of action; receives and answers complaints and unusual questions from the general public; consults with superiors on complex problems.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of grammar school, supplemented by six years of experience as a watchman or guard, including public contact and supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of the practices and procedures involved in the security of museum exhibits; the location and general information concerning exhibits.

Requires ability to: instruct, assign and supervise a museum guard force in the enforcement of rules and regulations governing conduct of the public with relation to the building, exhibits and grounds; deal tactfully but firmly with museum visitors.

PROMOTIVE LINES:

To: No normal line of promotion

From: Senior Museum Guard

SAN FRANCISCO CIVIL SERVICE COMMISSION

NEW CLASS

CLASS TITLE: MUSEUM SERVICES COORDINATOR

CODE: 8231

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, coordinates the use of museum facilities and buildings, including the security of the museum collections, property and museum staff and visitors; and performs related duties as required.

Requires responsibility for: Planning, assigning and directing the training and the work of a large security force at the M. H. deYoung Memorial Museum, the Center of Asian Art and Culture, and the California Palace of the Legion of Honor; exercises general supervision over the custodial staff and over outside groups such as caterers and contractors involved in the museums' special functions.

EXAMPLES OF DUTIES:

1. Assigns work schedules, security patrols, day and night shifts, holiday and vacation schedules for the security force; conducts on-the-job training to indoctrinate security personnel in the principles, terminology, techniques and equipment of a modern security force; receives and attends to complaints from the general public.

2. Supervises arrangements for the use of museum facilities for meetings, gatherings or large functions; coordinates the work on museum premises of outside groups such as caterers or contractors; organizes and staffs working force for museums' events schedule.

3. Supervises the custodial staff, the disbursement of custodial supplies and the security of museum keys; makes contacts with other departments concerning work to be performed at museums' request.

4. Recommends and institutes sound security measures in advance of crises to reduce the threat of accidents, thefts, vandalism and disorder; plans and conducts periodic fire drills.

5. Draws up plans for the safe handling of museum visitors and staff during emergencies, such as a building evacuation plan.

6. Maintains liaison with city police and other law enforcing agencies as the department's chief representative in matters of safety and security.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of two years of college level work, supplemented by seven years of practical work in the field of security, including at least four years in a supervisory capacity.

Knowledge, Abilities and Skills: Requires considerable knowledge of a working museum; modern security equipment and devices and current practice in the field of security, with special emphasis on protection of a museum of fine arts.

Requires unusual ability to use good judgment in dealing tactfully and effectively with museum visitors and staff and with emergency situations.

ADOPTED: 4/24/72



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: FIRE ALARM DISPATCHER

CODE: 8234

CHARACTERISTICS OF THE CLASS:

Under general supervision, during an assigned shift, is responsible for dispatching fire apparatus and other equipment in cases of fires or emergencies; and performs related duties as required.

Requires responsibility for maintaining routine records of fire calls and the movement of fire apparatus and similar emergency equipment.

EXAMPLES OF DUTIES:

1. Receives telephone reports of fire and other emergencies and dispatches appropriate equipment through the use of telephone radio or telegraph key.
2. Receives box alarms and transmits alarms to fire houses; transmits extra alarms or requests for special apparatus to fire houses.
3. Makes regular tests of all box and alarm circuits; uses line testing equipment in conjunction with the telegraph key in detecting location of circuit difficulties; dispatches repairmen to locate and repair breakdowns in fire alarm circuits.
4. Makes minor or temporary repairs to station's electrical equipment and circuits; activates emergency power equipment when required.
5. Maintains station log of all activities during assigned shift.
6. Monitors civil defense bells and lights warning system and operates action that may warrant this operation.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by one year of experience in the operation of telegraph instruments, including experience in the maintenance and repair of electrical circuits; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: the operation and maintenance of fire alarm and telegraph equipment; city streets and fire company locations; the American Morse code.

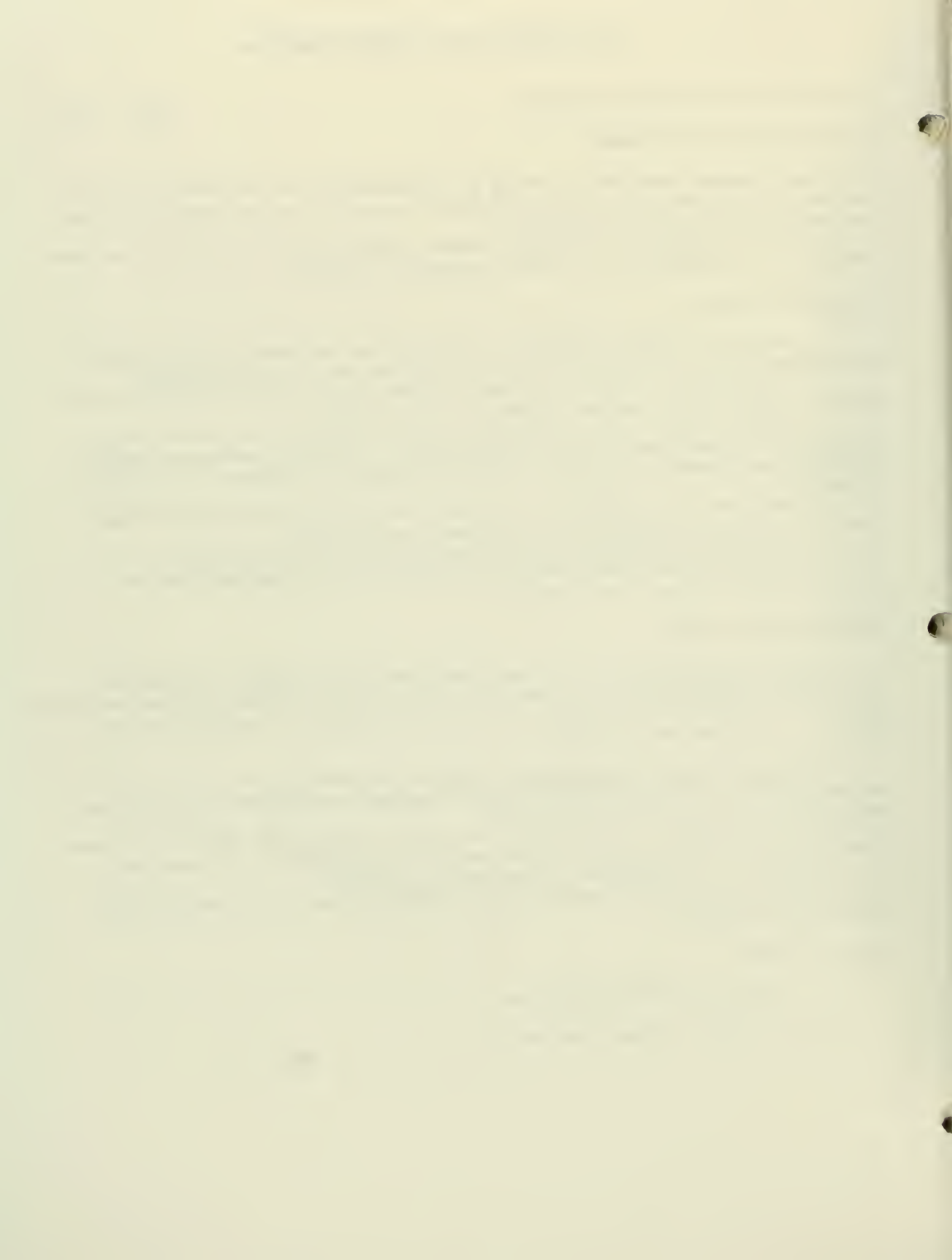
Requires ability to: Follow oral and written instructions; maintain ordinary operating records; make quick decisions and use good judgment in the handling of fire alarms and the dispatching of appropriate equipment.

Requires skill in the operation of a telegraph key and fire alarm and radio dispatching equipment.

PROMOTIVE LINES:

To : Chief Fire Alarm Dispatcher

From: Original Entrance Examination



CLASS TITLE: CHIEF FIRE ALARM DISPATCHER

CODE: 8236

CHARACTERISTICS OF THE CLASS:

Under general direction, is responsible for the proper dispatching of all fire and emergency apparatus in answering fire and other emergency alarms; plans, assigns and supervises the work of subordinate personnel engaged in such activities; and performs related duties as required.

Requires responsibility for: interpreting and enforcing existing methods and procedures in connection with dispatching fire apparatus and emergency equipment; making occasional contacts with other departmental personnel in connection with fire alarm dispatching matters; supervising the preparation and maintenance of ordinary operating reports and records.

EXAMPLES OF DUTIES:

1. Prepares tour-of-duty schedules for subordinate dispatchers; observes and supervises the dispatching of equipment for adherence to departmental rules and procedures.

2. Supervises the maintenance of all records and statistics pertaining to fire department response to fires; prepares summaries of equipment dispatched and repairs and tests made to the fire alarm system.

3. Trains new fire dispatchers in the use of fire alarm equipment and methods of testing related equipment; supervises the testing of all fire alarm equipment.

MINIMUM REQUIREMENTS:

Training and Experience: Requires completion of high school, supplemented by at least three years of experience as a fire alarm dispatcher; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the fire alarm system and equipment of the city; streets and fire station locations; fire department rules and regulations covering the handling of fire apparatus; the methods and techniques used in testing electrical circuits and making related adjustments.

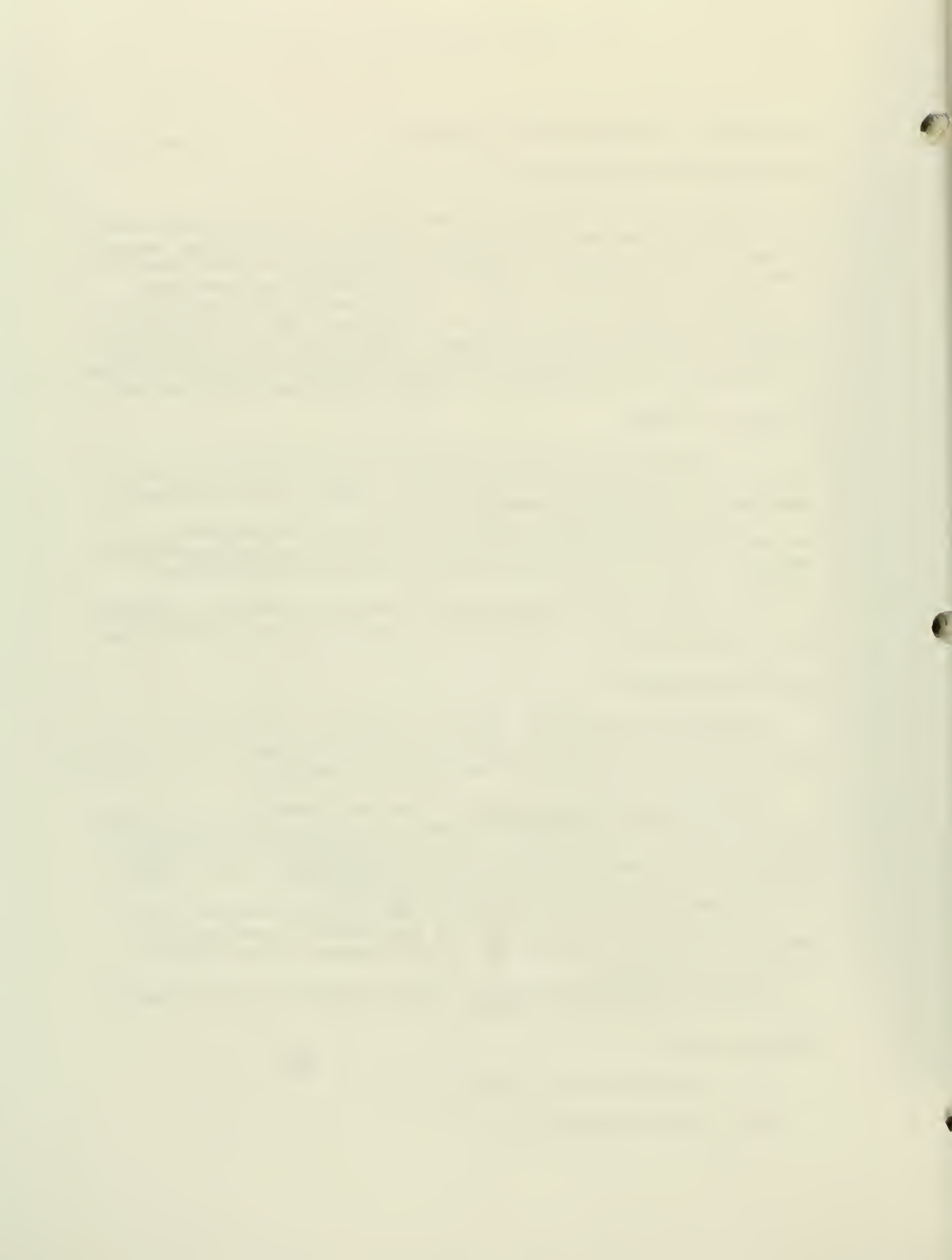
Requires ability to: plan, assign and supervise the work of subordinate employees; maintain operating records and prepare related reports; make quick decisions and use good judgment in the handling of emergency situations.

Requires considerable skill in testing, operations and maintenance of fire alarm systems and circuits.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Fire Alarm Dispatcher



**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

8238 PUBLIC SAFETY COMMUNICATIONS DISPATCHER

Definition:

Under general supervision, receives incoming telephone calls for 911 police, fire, medical emergency and non-emergency services, and dispatches public safety personnel units and equipment to respond to calls for service utilizing a two-way radio system, Computer Aided Dispatch system, multiple display terminal and other related equipment.; evaluates prioritizes, documents and directs calls to appropriate resources; maintains two-way communications with police, fire and paramedic units; exercises considerable judgement in transmitting pertinent information to field units and in dispatching emergency personnel and equipment in accordance with established regulations and procedures; and performs other related duties as required.

Distinguishing Features:

This is the entry/trainee level in the emergency communications dispatcher class series responsible for learning and applying methods, techniques and practices in police, fire and paramedic dispatching. It is distinguished from senior dispatcher by the latter's responsibility for functioning as an advance journey person and lead worker to the Public Safety Communications Dispatcher.

Supervision Exercised: NONE

Examples of Important and Essential Duties:

" The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 9.3.2)

1. Operates a two-way radio system in communicating with a number of mobile units in the field to receive and transmit emergency service messages and information.
2. Dispatches police, fire and paramedic personnel and equipment on both routine and emergency calls to specific locations utilizing a computer aided dispatch system, multiple video display terminal, radio console and related equipment.
3. Receives emergency calls and obtains information to determine facts; evaluates such information to determine what type of response is necessary and dispatches the required police, fire or medical service.
4. Evaluates incoming reports of police, fire and medical emergencies; immediately transmits complete and accurate information to appropriate field personnel.
5. Monitors, coordinates and accurately maintains the status of incidents and record of dispatched emergency service personnel and apparatus.
6. Responds to public inquiries regarding paramedic service, fire rescue, police assistance, crimes, violations and other offenses; properly classifies and prioritizes any report or complaint information and determines appropriate course of action.
7. Receives and disseminates information from other law enforcement and emergency service computer networks related to jurisdictional requests for fire or medical service assistance, or to notices of wanted persons, stolen property, warrants and all points bulletins.
8. Maintains record of all calls received and prepares reports of critical incidents.

8238 Public Safety Communications Dispatcher (cont)

Job-related and Essential Qualifications:

Knowledge of: Principles, practices and procedures of emergency communications for police, fire and paramedic dispatching; call evaluation techniques; general geography of city roads, streets, highways, public facilities and buildings; federal and state regulations governing the operation of communications systems for transmitting emergency information and dispatching personnel and equipment; proper office procedures and record-keeping techniques.

Ability to: Operate a public safety computer system and two-way radio; interpret federal communications and departmental regulations, policies and procedures; speak and write in English, spell correctly and communicate in a clear, concise and understandable manner; memorize names and locations; analyze situations accurately, think and act quickly in emergency situations and exercise sound judgement; work under considerable stress caused by a volume of messages or emergency conditions involving the protection of life and property; work under emergency or austere conditions following a disaster; maintain an effective working relationship with supervisors and co-workers; exercise sensitivity with various members of the public; work weekends, nights, holidays, irregular hours and overtime; and ability to operate a computer terminal at 40 words Per Minute.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Experience: Two (2) years experience in a highly stressful public contact position providing and/or soliciting information by telephone and/or radio such as, positions with heavy public contact answering complaints, telephone operations, or dispatching work.

Training: Possession of a High School Diploma, or proof of successful completion of an equivalency test (GED, or California High School Proficiency Examination).

Special Requirement: Essential duties require the following physical skills and work environment: Ability to work in a confined and highly stressful environment, wearing head-sets which restrict physical movement in the work area, and sitting and viewing video displays for extended periods of time.

ADOPTED:	4/13/70
AMENDED:	2/9/87
RETITLED AND	
AMENDED:	6/19/98

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR POLICE COMMUNICATIONS DISPATCHER

CODE: 8239

CHARACTERISTICS OF THE CLASS:

Under direction, supervises a group of employees engaged in the telecommunication dispatch of public safety personnel and equipment; allocates work assignments, evaluates effectiveness of subordinates, and acts as office supervisor when required; trains new personnel; assists subordinate personnel in the performance of their duties and performs the duties of a Police Communications Dispatcher as circumstances warrant; checks on the condition of radio and computer terminal equipment used and reports on the need for repairs; and performs related duties as required.

DISTINGUISHING FEATURES:

The Senior Police Communications Dispatcher class acts as the first-line supervisor to a group of dispatchers and is responsible for training and directing subordinates engaged in dispatching duties and maintaining continuous high quality performance under stressful and emergency situations. Incumbents are distinguished from the next lower rank 8238 Police Communications Dispatcher in that they perform as working supervisors and are thoroughly experienced in the operation of a two-way voice radio and other computer-assisted dispatching equipment and functions.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. As a working supervisor, operates a radio-microphone control position in communicating with a number of mobile radio units and dispatching mobile public safety equipment and personnel to specific locations.
2. Trains new employees in all aspects of computer-assisted dispatch functions; police department rules and regulations; Federal Communications Commission regulations; knowledge of major streets, highways and public buildings.
3. Establishes performance standards for subordinates; evaluates performance.
4. Assists in the assignment of work schedules, rest and meal periods to assure constant coverage of positions.
5. Prepares reports and records of shift activities; reports needed repair of equipment used in the performance of telecommunications duties.
6. Receives reports on fires, plane crashes and other major emergencies and pursues proper course of action; coordinates dispatching of multiple emergency services.
7. Assembles statistical data and prepares operational summaries as required; prepares and maintains operations manuals.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Thorough knowledge of: the techniques, procedures and methods used in the operation of a public safety communications center; rules, regulations and procedures of the department as related to dispatch functions; knowledge of the principles and practices of supervision; general knowledge of relevant regulations of the Federal Communications Commission, and of the geography of the City.

Ability to: Impart required knowledge and skills to subordinates; make adjustments to controls of remote radio transmitters and receivers to compensate for electronic failures; reason clearly and think and act quickly in emergencies; analyze situations accurately and adopt an effective course of action.

Skill in: Operating radio receivers, transmitters and other communications equipment.

ADOPTED: 2/20/79

AMENDED: 2/9/87

#0005m

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: POLICE COMMUNICATIONS SHIFT SUPERVISOR

CODE: 8240

CHARACTERISTICS OF THE CLASS:

Under direction, plans, assigns, coordinates and directs the work of a group of employees on an assigned shift engaged in the telecommunication dispatch of public safety personnel and equipment; acts as the person responsible for the proper operation of the shift and maintenance of the facility while on duty; and performs related duties as required.

DISTINGUISHING FEATURES:

Class 8240 acts as the second-line supervisor of a group of police communication dispatchers and senior dispatchers and is responsible for the operation of an assigned shift. It is distinguished from the next lower rank of 8239 Senior Police Communication Dispatcher in that the latter acts as a first-line supervisor in immediate charge of a small group of dispatchers and reports to class 8240.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7).

1. As a shift supervisor, has responsibility for the proper and efficient operation of the Police Dispatch Room during a tour of duty; supervises the overall operation of 911 and non-emergency telephone calls and communication with mobile public safety equipment and personnel through the utilization of a group of radio-microphone control positions and the Computer Assisted Dispatching system.

2. Plans and assigns the work on a shift; provides training and direction to subordinates and assures that they maintain appropriate knowledge of departmental and Federal Communications Commission rules and regulations; assures that equipment is properly functioning.

3. Establishes performance standards for subordinates and evaluates their performance.

4. Assists in budget and planning for the Communications Section.

5. As directed, reviews investigations of incidents and writes reports; reviews statistical information generated by the automated dispatch equipment and analyzes trends.

6. Acts as the Member in Charge of the Communications Section when circumstances warrant.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Thorough knowledge of: the techniques, procedures and methods used in the operation of a large, modern public safety communications center including relevant automated equipment.

Knowledge of: rules, regulations and procedures of the department as related to receipt and dispatch functions; the principles and practices of supervision and management.

CLASS TITLE: POLICE COMMUNICATIONS SHIFT SUPERVISOR

CODE: 8240

QUALIFICATIONS: (Cont.)

Familiarity with: relevant regulations of the Federal Communications Commission and of the State of California Telecommunications Division 911 Program; the geography of the City.

Ability to: plan, assign, train and direct the work of subordinates; analyze technical and personnel issues, formulate plans to address same and present such plans to superiors in both oral and written form; understand and analyze information generated by automated communication dispatch systems; analyze situations accurately, including emergencies, and adopt an effective course of action.

Skill in: operating radio receivers, transmitters and other communications equipment.

ADOPTED: 10/7/91

#4248c

CLASS TITLE: MEDICAL COORDINATOR (DISASTER CORPS)

CODE: 8242

CHARACTERISTICS OF THE CLASS:

Under general supervision, is responsible for carrying out liaison activities in connection with medical and health disaster and civil defense planning; and performs related duties as required.

Requires responsibility for: interpreting and explaining first-aid and health methods and techniques relative to disaster and civil defense activities; making regular contacts with other departmental personnel, outside agencies and the general public in connection with the medical aspects of disaster and civil defense activities; gathering and preparing information on first-aid and health activities and maintaining records and reports related to such activities.

EXAMPLES OF DUTIES:

1. Meets and works with health and medical personnel in connection with establishing volunteer groups of professional and sub-professional people for assignment and use in cases of emergencies or major disaster.

2. Studies and reviews disaster operational plans of other areas for possible application to the city.

3. Instructs volunteer groups and others in first-aid practices and techniques particularly as applied to civil defense work.

4. Speaks before various civic, church and fraternal groups on first-aid and health matters and conducts showings, demonstrations, movies and practice drills.

5. Maintains inventory and records the distribution and location of medical and first-aid requirements and supplied stock piled for disaster and civil defense use.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least five years of progressively responsible experience in practicing and instructing on first-aid principles and techniques; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: first-aid and health problems likely to occur during major disasters and emergencies; the practical application of first-aid techniques to such emergencies or disasters.

Requires ability to: speak effectively on the first-aid and health aspects of emergencies and disasters; work closely with volunteer groups in enlisting interest and support for first-aid and health aspects of civil defense work.

Requires considerable skill in instructing in the methods and techniques of first-aid and rescue work.

CLASS TITLE: MEDICAL COORDINATOR (DISASTER CORPS)
(Continuel)

CODE: 8242

PROMOTIVE LINES:

To: No Normal Lines of Promotion

From: Emergency Hospital Booking Steward
Ambulance Steward

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

8245 COMMUNICATIONS MANAGER, SFPD

DEFINITION:

Under general direction, plans, organizes, and coordinates the emergency communications services for the San Francisco Police Department. The incumbent is responsible for the citywide 9-1-1 Emergency system, including management of the communications center facilities, its resources, equipment and staff, coordination and administration of an effective multiple emergency communications network, including emergency communications for police dispatching and other emergency services; developing and maintaining changing requirements of the communications system; coordinating emergency and disaster communication plans with the San Francisco and San Mateo County of Emergency Services; and performs other duties as required.

DISTINGUISHING FEATURES:

This class is a management level in the Communications Division responsible for developing and implementing policies, procedures and operating standards, and continuous evaluation of the efficiency of a complex emergency communications system. The position is distinguished from the Deputy Chief, in that the latter is responsible for the administrative direction of a number of divisions including the communications division, while the Communications Manager is responsible for the overall management of the division. It is further distinguished from the Shift Supervisor in that the latter reports to the Communications Manager, and is the second supervisory level responsible for the daily activities of first line supervisors and communications dispatchers.

SUPERVISION EXERCISED:

This class performs the managerial functions of the division and supervises staff through subordinate supervisors.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

" According to Civil Service Commission Rule 7, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list."

8245 COMMUNICATIONS MANAGER, SFPD

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES: (CONT'D)

1. Plans, develops and organizes the operation of a complex emergency communications system including a citywide 9-1-1 system and other emergency services; delegates assignments to implement a comprehensive communications system to meet changing requirements of department operations and government mandates; analyzes and plans long-range changes and modifications in the system.
2. Oversees and coordinates the technical, operational and administrative functions of the communications center
3. Develops performance measures for the communications division; establishes emergency policies, procedures and operating standards; prepares the division's annual budget.
4. Identifies training needs and implements training programs to address proficiency levels of communication staff.
5. Administers the staffing and personnel functions of the division; recommends staffing levels and structure; hires, assigns, directs staff and conducts performance evaluations; counsels and disciplines staff; resolves conflicts within the workplace and promotes a positive work environment; motivates personnel to achieve organizational goals; allocates resources to address work demands.
6. Administers terms and conditions of personnel rules, regulations and labor contracts; processes grievances and appeals; submits reports of all activities and issues related to the communications division.
7. Represents the department on all communication matters in meetings with the public, media, boards, commissions, organizations and agencies; chairs meetings and work groups; serves as a member of the Office of Emergency Services (OES) to design, plan, coordinate and implement a combined communications center for Police, Fire and Ambulance Emergency services.
8. Disseminates public information regarding the emergency communications system and resolves complaints and issues related to the division's operation.

8245 COMMUNICATIONS MANAGER, SFPD

JOB-RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledges of: Requires considerable knowledge of relevant FCC regulations, State Codes, operation policies and procedures, emergency communication procedures, equipment and functions of emergency communications systems, effective management methods and techniques in a public safety setting, and clear understanding of legal issues related to Public Safety Answering Point operation.

Ability to: Effectively manage, supervise and coordinate the activities of a staff engaged in emergency response; formulate, develop and implement organizational programs; exercise judgement and discretion in applying and interpreting policies and procedures; communicate tactfully and effectively with management, elected officials, employees, the media and the general public; prepare and present oral and written reports and recommendations clearly, logically and concisely; understand general mechanical principles of automated communications equipment; analyze communication dispatch systems, identify problems and develop remedies.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Experience: Seven (7) years experience in public safety emergency communications of which three (3) years shall have been managing and supervising a Computer Aided Dispatching (CAD) system servicing a population of 500,000 or more, including program development in a centralized, combined communications center.

Training: Possession of a Baccalaureate Degree in public or business administration, criminal justice, telecommunications, human resources or closely related field.

License or Certificate: Possession of a valid California drivers license.

Special Requirement: Essential duties require the following physical skills and work environment: Ability to work in a standard office environment. May require some driving.

EFFECTIVE DATE: JANUARY 24, 1996

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR, EMERGENCY SERVICES

CODE: 8246

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval of the Mayor, is responsible for the development, management and operation of plans for meeting any kind of major emergency occurring within the City and County of San Francisco; establishes an Emergency Operations Center to serve as the base of operations; serves as executive secretary of the City and County Disaster Council and performs related duties as required.

DISTINGUISHING FEATURES:

This single-position class has overall responsibility for planning the mobilization of all protective, safety and relief services, both public and private, for the City and County, in case of emergency or disaster and for conducting rehearsals and exercises to test the effectiveness of emergency plans. The Director makes frequent contacts with department heads, emergency planners in neighboring jurisdictions and with emergency services executives in the State and Federal governments.

EXAMPLES OF DUTIES:

1. Directs and supervises the preparation of all phases of the City's disaster plan; confers with heads of city departments and advises them in the development of departmental annexes to the master plan; serves as chairman of the city's Emergency Planning Committee; promotes civil defense and disaster/emergency programs; directs and manages the San Francisco Emergency Services office and assigned staff.
2. Provides guidance to owners and/or managers of major buildings and commercial complexes in the private sector of the city in the preparation of emergency plans designed to meet the specialized requirements of those installations.
3. Confers with emergency planning personnel of neighboring jurisdictions for the establishment of mutual aid programs; confers on a continuing basis with State and Federal emergency planning representatives reference funding, staffing programming and supplying support of the city's emergency services activities.
4. Confers and negotiates agreements with such private sector resource agencies as the American Red Cross, the Sheriff's Air Squadron, the Engineering Grading Contractors, the Civil Air Patrol and others for services to be provided to the city in the event of a declared emergency.
5. Sites, stocks, equips and maintains on a stand-by basis, an Emergency Operations Center (EOC) to be manned by the Mayor and his staff in the event of a major emergency; schedules regular testing procedures for electronic communications, and other installed equipment to insure operational efficiency; activates sections of the emergency plan at the direction of the Mayor; supervises the administrative staff at the EOC, and maintains liaison with neighboring jurisdictions in emergency situations.
6. Directs the city's fall-out shelter program.
7. Develops informational material for use by the general public in preparing for and reacting to extraordinary emergencies; disseminates civil preparedness information through lectures, seminars, and instructional sessions; meets with media representatives; conducts community-wide training exercises and drills to test components of the city's master mobilization plan.
8. Prepares budgets and supporting documents for federal and city and county funding, and supervises the expenditure of the department's funds; drafts proposals for state and federal grants; and submits reports as required.

EXAMPLES OF DUTIES: (continued)

9. Serves as the city and county agent for the purchase of federal surplus supplies by city departments; supervises the maintenance of records for such purchases and monitors the transfer of funds from city accounts to pay for departmental purchases.

10. Responds to major fire alarms and similar emergencies occurring throughout the city and county.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires a baccalaureate degree from an accredited college or university with major course work in business administration, city management or a closely related field.

Requires ten years of progressively responsible administrative experience in a large public agency, five years of which must have been directly related to emergency services including responsibility for development of a disaster plan for a large metropolitan area; or an equivalent combination of training and experience.

Knowledge, Abilities, and Skills: Requires considerable knowledge of the basic concepts of planning for the administration of a major city's population in emergency situations and of the techniques for employing available resources to meet those situations.

Requires considerable ability to: generate and promote interest in civil preparedness; advise, direct, and supervise the work of associates and subordinates; enlist the cooperative assistance of executives in both the public and private sectors; speak and write effectively; perform effectively under conditions of severe stress.

(RETITLES AND AMENDS 8246 DISASTER CORPS DIRECTOR, 1/19/76)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EMERGENCY PLANNING COORDINATOR

CODE: 8247

CHARACTERISTICS OF THE CLASS:

Under general direction of the Director, Emergency Services, advises and assists city and county departments and agencies in the development and/or revision of their components of the city's master emergency plan; assists the Director in the administration of the Emergency Services Office and Emergency Operations Center; may act for the Director in his absence; and performs related duties as required.

DISTINGUISHING FEATURES:

This class has responsibility for the production, distribution and promotion of the city's master emergency plan. The incumbent is required to make frequent contacts with department emergency planning representatives, with emergency planning coordinators in federal, state and adjoining municipal jurisdictions and with security chiefs, managers or owners of large buildings or business complexes in matters relating to emergency planning. The incumbent must be available on call on a 24 hour basis.

EXAMPLES OF DUTIES:

1. Coordinates all elements of the city's master emergency/disaster plan; supervises the production and distribution of the plan; and maintains the master plan and supporting documents file; assists and instructs representatives of city departments in the preparation of departmental annexes, revisions and additions to the city's master emergency/disaster plan.
2. Confers with and coordinates the emergency planning of medical, health and safety resource agencies in the city; attends American Red Cross and the San Francisco Hospital Conference disaster planning meetings.
3. Assists in the preparation of civil preparedness informational and promotional materials and supervises the distribution of same to the news media and to the public; conducts classes and lectures on disaster planning, the emergency shelter plan and related subjects.
4. In the capacity of Radiological Defense Officer, supervises the preparation, publication and dissemination of radiation accident procedures; coordinates the siting of nuclear warning kits throughout the city; and instructs individuals and groups in the use of radiological warning devices.
5. Assists in the establishment, stocking and equipping of an Emergency Control Center (EOC); conducts tests of stand-by communication, electronic and other installed equipment at the EOC as directed; assists in the planning and conduct of training exercises and drills to test the effectiveness of all or part of the master emergency plan.
6. Assists in the preparation of budgets; assembles data for required reports; assists in the preparation of proposals and project applications for matching funds; drafts correspondence for the Director's signature; establishes and maintains liaison with planning coordinators in adjoining jurisdictions.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires a baccalaureate degree from an accredited college or university with major course work in business administration, city management or a closely related field.

Requires three years of experience in federal, state or municipal emergency/disaster services with at least one year in the actual development of emergency planning for a large municipality, or an equivalent combination of training and experience.

CLASS TITLE: EMERGENCY PLANNING COORDINATOR

CODE: 8247

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires a thorough understanding of all the developmental and coordination processes involved in the production of a comprehensive master emergency plan for a metropolitan community.

Requires ability to: identify the necessary responses to extraordinary emergencies and insure that appropriate plans have been prepared, distributed, tested and publicized to produce those responses; communicate well with executive and planning personnel in both the public and private sections; speak and write effectively; perform efficiently under conditions of severe stress.

PROMOTIVE LINES:

TO: To be determined

FROM: Entrance Examination

ADOPTED: 1-19-76
(Abolishes 8242 Medical Coordinator, Disaster Corps)

AMENDED: 12-1-80

DOCUMENTS DEPT
SEP 18 2000
SAN FRANCISCO
PUBLIC LIBRARY

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

JOB CODE TITLE: FINGERPRINT TECHNICIAN I

CODE: 8249
Business Unit: COMM

DEFINITION:

Under general supervision, the Fingerprint Technician I takes fingerprints using Live Scan System or inked impressions, and photographs using Digital Mug Shot System and performs other related duties as required. Essential functions of the job are: fingerprinting prisoners and other individuals; taking palm prints; interviewing prisoners and other individuals; documenting demographic and other vital information; classifying fingerprints; searching fingerprints using Automated Fingerprint Identification System; assigning tracking numbers; taking photographs of prisoners and other individuals; checking names of individuals fingerprinted and photographed on computer data base; transmitting fingerprint and other identification information to Department of Justice; reviewing incoming data sheets; interacting with other law enforcement agencies; and typing correspondence and forms.

DISTINGUISHING FEATURES:

This class is the entry level for the employee who is assigned simple, routine duties involving the taking, classification, searching and matching of fingerprints. It is distinguished from the class 8250 Fingerprint Technician II in that the latter is responsible for assignments of a greater and more complex nature.

SUPERVISION EXERCISED: None

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 109, the duties specified below are representative of the duties assigned to this class and are not intended to be an inclusive list.

1. Fingerprints prisoners and other individuals using Live Scan system or inked impression for identification, comparison and record keeping purposes.
2. Takes palm prints using manual rolling process, for identification, comparison and record keeping purposes.
3. Interviews prisoners and other individuals to obtain demographic and vital statistics information, i.e., height, weight, date of birth, place of birth and identifying marks.
4. Documents demographic and other relevant information by entering the information into the computer database and on a log sheet.
5. Searches fingerprints using Automated Fingerprint Identification System for comparison and identification purposes.
6. Assigns appropriate tracking number for identification and record keeping.
7. Classifies pattern types on fingerprint cards according to techniques prescribed in the Henry System.
8. Takes photographs of prisoners and Police Department employees using digital mug shot system for identification and record keeping purposes.
9. Checks the names of individuals fingerprinted and photographed, on computer database for outstanding warrants and registrations of sex, narcotics and arson offenders.
10. Transmits fingerprint and other identification information to Department of Justice via NATMS (Network AFIS Transaction Management System) for criminal identification purpose.

11. Reviews incoming CII and FBI "rap sheets" from Federal and State law enforcement agencies for duplicate tracking numbers.
12. Searches fingerprint information forwarded from the Chief Medical Examiner-Coroner to identify the deceased and to determine if the person has a criminal record with San Francisco Police Department.
13. Interacts with other law enforcement agencies to exchange fingerprint and other relevant identification information.
14. Retrieves fingerprint and other relevant information from bureau files or computer database for authorized individuals and agencies.
15. Reviews fingerprint and other bureau identification files on a routine basis for eliminating obsolete records.
16. Types correspondence and forms using computer or typewriter.
17. Performs other related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: inked impression procedures and fingerprint classification procedures according to Henry System of classification in order to identify fingerprint pattern types.

Ability to: communicate orally on a one-to-one basis for the purpose of obtaining and receiving information, write in a clear, concise and logical manner to complete forms and to draft correspondence, type 25 WPM using computer keyboard/typewriter to input and retrieve data and to complete forms, interact effectively and courteously with the general public and other law enforcement personnel and prisoners, maintain self-control in stressful and/or hostile situations.

Experience and Training Guidelines:

Six months of verifiable experience as a fingerprint technician in a governmental law enforcement agency where the principal duties of the position included taking fingerprints, classifying, and searching of files; **OR**

Completion of a one semester college level accredited course in classification and identification of fingerprints with a minimum grade of "C" or equivalent or completion of a formal on-the-job training course in fingerprint identification with a governmental law enforcement agency; **AND**
Ability to type at 25 words per minute with no more than 10% error rate.

Effective Date: 6/16/75

Renewed/Amended Date: 9/1/00

Reason for Amendment: To accurately reflect the current tasks, knowledges, skills and abilities defined in the most recent job analysis conducted for this job code.

CLASS TITLE: FINGERPRINT TECHNICIAN II

CODE: 8250

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs fingerprint classification, coding, identification and filing of greater than average difficulty; takes fingerprint impressions and completes identification record cards; searches fingerprint and related files in making the more difficult identifications; operates computer terminal equipment for the storage and retrieval of criminal information; communicates with other law enforcement agencies in matters relating to criminal information; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the journeyman-level class in the series. Incumbents in this class perform the more difficult fingerprint classification and identification duties; communicate with other law enforcement agencies in the exchange of criminal information; may act as a leadman over a group of Fingerprint Technicians I or as a verifier of work performed by that class.

EXAMPLES OF DUTIES:

1. Takes fingerprints and photographs and completes accompanying record forms; classifies fingerprints according to techniques prescribed in the Henry System with extensions; files fingerprint and related background information; searches and re-searches fingerprint files for the purpose of making more difficult identifications; resolves questions arising out of duplications of prints and aliases on file.
2. Secures fingerprint and other background information from criminal information bureau files for authorized individuals and agencies requesting same; exchanges fingerprint and other records with interested law enforcement jurisdictions.
3. Operates computer terminals for the storage and retrieval of background and/or criminal information and reviews computer print-outs for erroneous entries.
4. Reviews incoming data sheets from federal and state law enforcement agencies and from the Chief Medical Examiner-Coroner for reports on deceased persons, for outstanding wanted persons, and for registrations of narcotics offenders, and searches files to establish the identification of any of the above individuals.
5. May seal criminal records pursuant to law, ordinance, or court order.
6. May be required to screen fingerprint and other bureau identification files for the purpose of eliminating obsolete records.
7. May be required to instruct new employees in fingerprint classification and identification techniques; may be charged with the responsibility of reviewing identifications made by subordinates.
8. Performs routine typing tasks in the completion of forms and in preparing material for dispatch to other agencies.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires a high school diploma or equivalent and one year of experience as a Fingerprint Technician I, or equivalent experience with a governmental law enforcement agency.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: The Henry System of fingerprinting classification procedure with extensions as well as familiarity with other classification and identification systems; all law enforcement agencies involved in making identifications through the use of fingerprints and/or photographs; procedures to be followed in transmitting identification information between the San

CLASS TITLE: FINGERPRINT TECHNICIAN II

CODE: 8250

MINIMUM QUALIFICATIONS: (contd)

San Francisco Police Department and other law enforcement agencies.

Requires ability to: Perform fingerprint classification and related procedures with speed and absolute accuracy; operate standard office equipment and computer terminal; and maintain accurate records of words per minute.

and specifications - of information processed by insurance in
and specifications - of information processed by insurance in

1965

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: FINGERPRINT TECHNICIAN III

CODE: 8251

CHARACTERISTICS OF THE CLASS:

Under direction, performs the more difficult fingerprint classification, coding and identification procedures; serves as an expert witness in fingerprint identification matters; searches fingerprint and related files; as a working supervisor, allocates work assignments, evaluates effectiveness of subordinates and acts for the uniformed officer in charge in his absence; and performs related duties as required.

DISTINGUISHING FEATURES:

Incumbents in this class organize and distribute the work of the fingerprint section; provide supervision, guidance and instruction to subordinates; performs the more complex identification procedures; serves as an expert witness on fingerprint identification matters.

EXAMPLES OF DUTIES:

1. As a working supervisor, performs the most complex fingerprint identifications; resolves questions arising out of duplications of prints and aliases on file; classifies and compares prints involving the more complicated patterns, distortions, as well as partial or multiple prints.
2. Directs the work of a group of employees assigned to the fingerprint section; establishes employee work schedules; plans special assignments of subordinates as required; evaluates effectiveness of subordinates and submits reports to the uniformed officer in charge as required.
3. Instructs and establishes performance standards for subordinates.
4. May be required to appear in court as an expert witness in fingerprint and related identification matters.
5. As directed, seals criminal records pursuant to law, ordinances, and court order.
6. Plans, schedules and supervises the screening of fingerprint and related files for the removal of obsolete material.
7. Searches and compares prints submitted by contributing agencies, and secures fingerprint and other background information from criminal information bureau files in response to requests from authorized individuals and agencies.
8. May take fingerprints and photographs and complete accompanying record forms; may operate computer terminals for the storage and retrieval of background information; drafts and types correspondence to other law enforcement agencies.
9. Assembles statistical data and prepares operational summaries as required.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires a high school diploma or equivalent and three years of progressively responsible experience in criminal identification work with the San Francisco Police Department.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: The Henry System fingerprinting classification procedure as modified and extended by state and federal law enforcement agencies; the methods, procedures and terminology commonly used in criminal identification processes. Requires a good knowledge of the principles and techniques of personnel management and supervision. Requires ability to assign and direct the work of others.

The confidential and sensitive nature of information processed by incumbents in this class requires a background clearance as a prerequisite to permanent appointment.

CLASS TITLE: FINGERPRINT TECHNICIAN III

CODE: 8251

PROMOTIVE LINES:

To : No normal lines of promotion

From: 8250 Fingerprint Technician II

Adopted: 6/16/75

(NEW CLASS)

CLASS TITLE: POLICE RANGEMASTER

CODE: 8254

CHARACTERISTICS OF THE CLASS:

Under direction, is responsible for the operation of the police pistol range; supervises subordinate personnel engaged in the training of police recruits in the use and care of firearms; and performs related duties as required.

Requires responsibility for: interpreting, enforcing and carrying out existing methods and procedures relative to the operation of the pistol range; making regular contacts with other departmental personnel engaged in the use and operation of the range; preparing and supervising the preparation of operational and activity reports and records.

EXAMPLES OF DUTIES:

1. Supervises the in-service training of police recruits in the safe operation and care of all types of firearms and other weapons used in law enforcement work and an intensive course of marksmanship; schedules the practice and pistol requalification of appropriate departmental personnel and the in-service training activities involving the use of special weapons.

2. Coordinates the activities of outside law enforcement agencies using the range for instructional purposes; conducts intra-departmental pistol matches and supervises the conduct of civilian matches held at the range.

3. Supervises the inspection, maintenance and repair of various weapons at police stations and arsenals and the reloading of related ammunition.

4. Prepares and supervises the preparation and compilation of pistol scores and standings of all members of the department and range operating and activity records and reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least five years of progressively responsible experience involving the maintenance, care and use of a wide variety of firearms and weapons particularly as used in law enforcement work, including at least one year of responsible supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: the characteristics and uses of a wide variety of firearms and other weapons, including those utilizing tear gas; the reloading and care of ammunition; the safety rules and regulations governing the operation of a pistol range.

Requires ability to: plan, assign and supervise the work of subordinate personnel; conduct and instruct a comprehensive training program in the use of firearms and other law enforcement weapons; maintain effective working relationships with other departmental personnel and outside organizations; prepare and supervise the preparation of operational and activity records and reports.

CLASS TITLE: POLICE RANGEMASTER (continued)

CODE: 8254

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original entrance examination

CLASS TITLE: POLICE MOTOR VEHICLES INSPECTOR

CODE: 8256

CHARACTERISTICS OF THE CLASS:

Under direction, is responsible for the inspection, maintenance and repair of all police motor vehicles; instructs new personnel in the operation of departmental equipment; and performs related duties as required.

Requires responsibility for: interpreting, enforcing and carrying out existing methods and procedures relative to the maintenance, operation and repair of police motor vehicles; making regular contacts with other departmental personnel, manufacturers' representatives and outside organizations relative to all phases of vehicle maintenance and operations; preparing and supervising the preparation and maintenance of detailed operational records and reports.

EXAMPLES OF DUTIES:

1. Inspects malfunctioning vehicles, determines the need for repair or maintenance and arranges for such service through appropriate city departments or outside contractual agencies.

2. Instructs new personnel in the operation of departmental vehicles and makes recommendation upon their ability to adequately handle such vehicles.

3. Prepares requisitions and budget requests for supplies, equipment and materials necessary to the maintenance and repair of departmental vehicles; analyzes and makes recommendations of various operating, maintenance and repair problems of vehicles.

4. Confers with manufacturers' representatives in connection with improvements or alterations in automotive equipment necessary to resolve recurring mechanical failure problems; inspects vehicles and makes recommendations for the replacement of such vehicles and for changes in types of equipment to meet the varying needs of the department.

5. Maintains and supervises the maintenance of operating records, including detailed cost sheet for each vehicle, gasoline consumption, mileage and vehicle maintenance and repair records.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least five years of progressively responsible experience in the maintenance, repair and operation of a variety of automotive vehicles and equipment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: the service, maintenance and operation requirements of motor vehicles particularly passenger automobiles and motorcycles.

CLASS TITLE: POLICE MOTOR VEHICLES INSPECTOR
(continued)

CODE: 8256

Requires ability to: analyze and determine the causes of mechanical failure and malfunctions in motor vehicles; supervise and instruct others in the techniques of vehicle operation; evaluate and make recommendations on characteristics of new vehicles and equipment; prepare and maintain detailed operating records and reports.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CRIMINALIST

CODE: 8260

CHARACTERISTICS OF THE CLASS:

Under direction, examines and evaluates physical evidence in connection with criminal investigations; prepares reports of findings; gives expert testimony in court; and performs related duties as required.

DISTINGUISHING FEATURES:

Incumbents in this class apply, interpret and enforce existing standards, methods and procedures of the police crime laboratory. They are expected to work with a high degree of independence and must display basic competence in several areas of general criminalistics. These positions are distinguished from the higher level Senior Criminalist, in that the latter class is regularly assigned supervisory duties and is expected to have a greater degree of technical competence in specialized areas of criminalistics.

EXAMPLES OF DUTIES:

1. Searches for and isolates microscopic debris of importance in criminal cases and further examines these materials with specialized equipment and tests; ascertains the physical and chemical properties of the debris; compares these properties with other known specimens.
2. Conducts examinations of documentary evidence involving comparisons of handwriting and chromatographic analysis of ink through examination of typewritten materials and utilization of photographic and chemical techniques.
3. Examines suspected blood and semen stains using chemical, immunological and electrophoretic techniques for the confirmation of stains and identification of genetic factors.
4. Conducts firearms tests and makes detailed analysis of bullets and cartridge cases; examines properties for tool marks and ascertains the types of tools used in the commission of the crime; searches for and removes fingerprints, palmprints and shoe impressions; reconstructs partially disintegrated materials to determine features of manufacture and incidental characteristics; conducts a variety of tests to determine the presence and nature of narcotics, drugs and dangerous chemicals.
5. Evaluates findings of laboratory examinations and comparisons and prepares required reports with conclusions; testifies on findings in courts, grand jury investigations and coroner's inquests.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from an accredited four year college or university with a baccalaureate degree in criminalistics, chemistry or biochemistry, or closely related subject. Requires two years of laboratory experience performing the duties of a criminalist, chemist, or biochemist; one year of postgraduate education in criminalistics, chemistry or biochemistry may be substituted for one year of the required experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: current methods and techniques used in crime laboratory analysis of various types of evidence; the principles of forensic, organic and inorganic chemistry and physiology.

CLASS TITLE: CRIMINALIST

CODE: 8260

MINIMUM QUALIFICATIONS: (Cont.)

Requires ability to: Make definitive analyses of evidence by physical and chemical tests; exercise an objective attitude toward the functions of laboratory examinations and findings in relation to criminal investigation and their use in law enforcement and prosecution of criminal cases.

Requires skill in the application of modern principles and practices of criminalistics and the use of a wide variety of laboratory and related specialized equipment.

ADOPTED: 1-12-61

AMENDED: 8-27-82

SAN FRANCISCO CIVIL SERVICE COMMISSION

JOB CODE TITLE: SENIOR CRIMINALIST

JOB CODE: 8262

Business Unit: COMMN

DEFINITION:

Under general direction, supervises a group of Criminalists in the physical and chemical identification, analyses, and interpretations required in scientific criminal investigations, and/or performs the more complex identifications, analyses, and interpretations of criminal evidence and serves as a technical expert in a particular scientific area.

DISTINGUISHING FEATURES:

Incumbents in Class 8262 serve as a first level supervisor over employees in Class 8260 Criminalist. It is distinguished from Class 8260 in that the latter performs journey level criminalist work and reports to Class 8262. Additionally, Class 8262 performs the more complex criminalist work and may serve as a technical expert in a particular scientific area.

SUPERVISION EXERCISED:

First level supervisor over a team of criminalists.

EXAMPLES OF DUTIES: *According to Civil Service Commission Rule 9, the duties specified below are representative of the duties assigned to this class and are not intended to be an inclusive list.*

1. Scientifically examines and evaluates physical evidence found at the crime scene and other sources through chemical analysis, identifying firearms, reconstructing firearm discharge, restoring obliterated serial numbers on guns or vehicles, determining the presence and/or type of flammable substance and other scientific processes.
2. Evaluates biological evidence to determine if the quality and quantity of evidence is sufficient for DNA testing; ensures current test methodologies satisfy court requirements for validity and admissibility as evidence.
3. Provides impartial expert testimony in court.
4. Develops written procedures for evidence analysis, data interpretation, ensuring the integrity of physical evidence, and case note composition and maintenance; develops and implements a procedure for evaluating the quantity of human DNA in the sample to comply with DNA Advisory Board requirements.
5. Researches technical journals and textbooks to determine the best methods of performing tests; establishes quality control procedures to maintain reliable test results.
6. Develops procedures to comply with accreditation requirements; ensures current test methodologies satisfy court requirements.
7. Assigns, monitors, reviews and evaluates the work of subordinate staff; evaluates training needs of staff and schedules training as needed.
8. Maintains office records of requests for laboratory services, proficiency tests of criminalists in unit, scientific instruments in the laboratory, and reports on interpretation of casework examinations.
9. Confers with inspectors and District Attorneys to discuss priorities; meets with Crime Scene Investigation Unit staff regarding evidence collection and submission procedure, and safety procedures for use of various chemicals.
10. Performs related duties and responsibilities as assigned.

DOCUMENTS DEPT.

MAY 26 2000

SAN FRANCISCO
PUBLIC LIBRARY

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: current principles, methods, and materials needed to examine items of physical evidence; principles of chemistry, biochemistry, physiology, molecular biology and statistics as they relate to forensic sciences; current principles, methods and materials needed to examine items of physical, chemical or biological evidence; technical writing as related to criminalistics; basic principles of photography as related to criminalistics; basic and advanced laboratory procedures, equipment, and apparatuses used in a laboratory setting; **(for Forensic Biology (DNA) Specialty)** procedures used to validate internal DNA testing methodology prior to laboratory implementation; Quality Assurance Standards for Forensic Testing Laboratories prepared by the FBI DNA Advisory Board.

Ability to: perform routine and complex analytical procedures; interpret data generated by laboratory tests, and draw appropriate conclusions and inferences; interpret and apply federal, state and local regulations; present key facts, points, or inferences orally, in a clear, organized and concise format; prepare comprehensive and clear written reports; use proper English grammar, spelling, punctuation, and structure in written communications; provide fair and impartial Court testimony as an expert witness; set schedule for self and others so that all priority activities are carried out in a timely manner; identify what constitutes acceptable and effective performance and/or levels of productivity, take appropriate action when subordinates fail to follow procedures or deviate from expected performance; give appropriate and timely feedback to subordinates; state and explain policies and procedures in such a way as to enlist support and compliance by subordinates; and establish and maintain courteous, cooperative, business-like relationships with subordinates, peers, superiors and personnel from other departments.

Skill to: handle, assess, and manipulate items of physical, biological or chemical evidence.

EXPERIENCE AND TRAINING GUIDELINES:**1. Chemical Analysis/Trace Evidence Specialty**

Possession of a Baccalaureate degree from an accredited four-year college or university with major coursework in molecular biology, criminalistics, chemistry, biochemistry, or closely related physical science field; AND

Four years of forensic laboratory experience.

2. Forensic Biology (DNA) specialty

Possession of a Master's degree from an accredited college or university with major coursework in molecular biology, criminalistics, chemistry, biochemistry, or closely related physical science field; AND
Three years of DNA forensic laboratory experience

License: Possession of a valid driver's license.

Effective date: 6/15/70

Amended: 8/27/82

Amended: 5/12/00

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

OCT - 4 2003

SAN FRANCISCO
PUBLIC LIBRARYCITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: CRIME LABORATORY MANAGER

JOB CODE: 8263

Business Unit: COMMN

DEFINITION:

Under administrative direction, provides overall technical and administrative management, and long-range planning for operation of the Police Department Crime Laboratory; insures that the examination, analysis, and interpretation of physical evidence in the scientific investigation of crimes meets established standards.

DISTINGUISHING FEATURES:

The Crime Laboratory Manager receives direction from the Director of the Forensic Services Division and administers direction to all Crime Laboratory staff. It is distinguished from Class 8262 Senior Criminalist in that the latter is the first line supervisor in the Criminalist series and reports to Class 8263.

SUPERVISION EXERCISED:

Second level supervisory position; directly and indirectly supervises all levels of the criminalist series, including first level supervisor, Forensic Document Examiner and clerical staff, and assigns work to Police Officers in Laboratory.

EXAMPLES OF DUTIES: *According to Civil Service Commission Rule 9, the duties specified below are representative of the duties assigned to this class and are not intended to be an inclusive list.*

1. Plans, assigns, reviews, and manages the overall operations of the crime laboratory, including long range planning and special studies to evaluate and develop new laboratory capabilities.
2. Supervises subordinate laboratory staff and provides technical direction in the identification and examination of physical evidence in the following criminalistics areas: genetic discrimination of biological evidence such as blood, semen, hair, and bone; firearm, ammunition and tool functions and markings; questioned handwriting, forgery, and document alteration; trace evidence materials such as glass, soil, paint, gunshot residue, arson and explosive debris; impression evidence such as shoeprints and tire tracks; forensic breath alcohol analysis and instrumental support; crime scene analysis and reconstruction.
3. Selects, trains, assigns, tests for proficiency, and evaluates staff; determines work priorities.
4. Prepares and manages the laboratory budget, grants, and criminal justice projects.
5. Researches technical journals, textbooks, and proprietary publications to determine the best methods of performing casework tests; determines and establishes necessary quality assurance and quality control standards and procedures to insure and maintain reliable test results.
6. Reviews and updates procedures and policies manuals for laboratory operations; maintains laboratory records.

JOB CODE TITLE: CRIME LABORATORY MANAGER**JOB CODE: 8263**
Business Unit: COMMN

7. Provides technical advise regarding procedures for difficult casework, and may perform casework as required; advises clients on collection, preservation, analysis, and significance of physical evidence.
8. Presents fair and impartial court testimony as an expert witness concerning conclusions drawn from laboratory examinations and analyses.
9. Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of: current principles, methods, and materials of criminalistics; the basic principles of chemistry, biochemistry, physiology, and physics; statistics, photography, and technical writing as related to criminalistics; basic and advanced laboratory procedures, equipment and apparatuses used in a laboratory setting; laws of evidence and criminal procedure; budget development and administration.

Ability to: perform routine and complex analytical procedures; make accurate observations, prepare records and notes, interpret data generated by laboratory tests, and draw appropriate conclusions and inferences from test results; interpret and apply as necessary federal, state, and local regulations pertaining to an analytical laboratory setting and physical evidence; communicate clearly in oral and written form; testify effectively in court as an expert witness; supervise, train, and evaluate peers and subordinates; resolve analytical problems encountered in casework through consultation of the scientific literature and other experts, and/or through empirical test and research; interact effectively with colleagues, investigators, prosecutors and defenders to promote and maintain the mission of the Department.

EXPERIENCE AND TRAINING GUIDELINES:

Possession of a Baccalaureate degree from an accredited four-year college or university with major coursework in chemistry, biology, biochemistry, physics, related natural or physical science, or criminalistics; AND

Six years of responsible casework in criminalistics, at least two of which must be comparable to Senior Criminalist with the City and County of San Francisco.

License: Possession of a valid driver's license.

Effective date: 9/22/00

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES****SAN FRANCISCO
PUBLIC LIBRARY****JOB CODE TITLE: FORENSIC DOCUMENT EXAMINER****JOB CODE: 8264**
Business Unit: COMM**DEFINITION:**

The Forensic Document Examiner performs detailed and complex examinations of questioned and altered documents including handwriting, handprinting, and mechanical impressions collected in criminal law enforcement investigations and performs related duties as required. Essential functions of the job include: identifying authenticity of content in documents primarily through the examination of handwriting and handprinting which may include physical and chemical analyses of inks and papers; preparing formal written reports of findings and conclusions; providing classroom and individual training to law enforcement and District Attorney personnel in proper questioned document investigation techniques; conducting research on new methods and/or techniques in the examination of questioned documents; providing expert testimony in a judicial setting concerning the analysis of material evidence; this expert testimony may include a presentation of visual aids.

DISTINGUISHING FEATURES:

This class assists in criminal prosecutions by analyzing questioned documents and providing expert testimony. Incumbents in this class are civilian employees and are assigned to the San Francisco Police Department's Investigations Bureau.

SUPERVISION EXERCISED: None**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

According to Civil Service Commission Rule 9, the duties specified below are representative of the duties assigned to this class and are not intended to be an inclusive list.

1. Examines and analyzes questioned documents such as threat and extortion letters, bank robbery notes, etc. to determine/develop handwriting patterns or other comparative similarities.
2. Operates highly specialized scientific instrumentation such as stereo microscope, infrared/infrared luminescence, computer-image enhancer and thin layer chromatography in order to resolve questions concerning the age, content, or authenticity of documents.
3. Observes safety regulations in the use of forensic equipment and the preparation, storage and disposal of chemicals to ensure personal safety as well as validity of scientific process.
4. Provides individual instruction to law enforcement personnel in the proper method of taking exemplars of handwriting, handprinting and typewriter specimens.
5. Reviews and interprets private document examiner's reports to Police and District Attorney's investigators.
6. Prepares formal written reports detailing the findings and conclusions of questioned document examinations.
7. Provides expert witness testimony in criminal cases, depositions, and other administrative hearings concerning conclusions drawn from laboratory examinations and analysis.

8. Constructs photographic exhibits and other visual aids used in court hearings or for educational/training purposes.
9. Manages, plans and prioritizes assigned caseload of questioned documents to be examined to ensure timely completion of workload.
10. Prepares reports and maintains statistical records on the number and type of cases examined.
11. Reviews and keeps current on laws pertaining to the rules of evidence in the submission, collection and preservation of evidence.
12. Performs related duties as required.

Job Related and Essential Qualifications:

Knowledge of: handwriting styles and their physiological characteristics, and the proper operation and application of equipment/chemicals in preparing forensic analysis.

Ability to: detect genuineness, forgery, or alterations in questioned documents, prepare formal written reports of findings and conclusions to support legal action, present findings and conclusions clearly and concisely with the use of visual aids in a courtroom or instructional setting, convey orally in layman's terms, the process of examining questioned documents and their results.

Skill in: operating highly specialized equipment and preparing chemical compounds in a safe and secure manner.

Experience and Training Guidelines:

Possession of a Baccalaureate degree from an accredited four-year college or university with major course work in a Physical Science; **AND**

Two years (4000 hours) of verifiable journey-level experience as a forensic document examiner in a recognized crime laboratory for a large public jurisdiction performing detailed and complex examinations of questioned documents. Experience must have included expert witness testimony as a forensic examiner in a court of law.

License: Valid Driver License

Effective Date: September 18, 1989

Renewed/Amended: November 3, 2000

Reason for Amendment: To accurately reflect the current tasks, knowledges, skills and abilities defined in the most recent job analysis conducted for this class.

(New Class)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CAMPUS CONTROL AIDE I

CODE: 8270

CHARACTERISTICS OF THE CLASS:

Under supervision, is responsible for maintaining proper behavior on a senior high school campus and adjacent areas; patrols halls and grounds during school hours and may serve after hours at special school events; acts to remedy incidents that arise; may assist in the activities of the attendance officer where they relate to truancy; and performs related duties as required.

Employees in this classification are responsible for encouraging proper student behavior in their daily use of school property and participation in student functions authorized and sponsored by the school; requires frequent contact with students, teachers, administrators and other school personnel.

EXAMPLES OF DUTIES:

1. Patrols halls and grounds during and between classes noting, and acting to remedy any incidents of inappropriate behavior.
2. Serves in the cafeteria and adjacent areas during the noon hour.
3. May assist in attendance office activities that relate to truancy.
4. May assist in security work at special school functions.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school and two years of experience in dealing with young people; or an equivalent combination of training and experience which may include armed services training.

Knowledge, Abilities and Skills: Requires communicative skill and understanding in working with young people; familiarity with school regulations; ability to act quickly and effectively in emergencies.

PROMOTIVE LINES:

To : 8272 Campus Control Aide II

From: Entrance examination

ADOPTED: March 18, 1968



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TECHNICAL INSTRUCTIONAL ASSISTANT,
CAMPUS CONTROL

CODE: 8272

CHARACTERISTICS OF THE CLASS:

Under direction, is responsible for maintaining appropriate behavior and a flow of foot traffic in the student lounge, in adjacent campus areas and at events authorized and sponsored by the college; takes necessary action to correct situations which may lead to undesirable behavior; prepares related reports and memoranda; assists in the development and enforcement of campus policies and regulations regarding conduct and flow of foot traffic; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class are called upon to demonstrate initiative and ingenuity in maintaining proper student behavior in their use of school property and in their participation in student functions authorized and sponsored by the S.F. Community College District.

EXAMPLES OF DUTIES:

1. Acts to facilitate a smooth flow of foot traffic through a crowded dining facility during peak hours; may assist and direct student personnel in appropriate situations.
2. Anticipates and investigates areas of disturbance, conferring with appropriate persons concerning findings and recommendations.
3. Meets incidents of undesirable behavior with tact and appropriate firmness.
4. Coordinates crowd control and security measures for athletic and other campus events.
5. Prepares reports of unusual occurrences and memos to administrators on campus policies and regulations regarding movement of students.

DESIRABLE QUALIFICATIONS:

Training and Experience: Completion of a two-year A.A. degree program with course work in criminology, supplemented by at least one year's experience in policy or security work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires skill and understanding in working with young people; requires considerable communicative skill; an understanding of the student community; and an ability to respond tactfully and effectively to those who question existing campus policies and regulations; familiarity with the City College of San Francisco organization, program, activities, rules and regulations; knowledge of State, local and San Francisco Board of Education rules and regulations governing conduct on public school property; ability to prepare reports of some complexity.

Note: This class is exempt from examination under the provision of Charter section 8.300 (a)(2).

ADOPTED: 3-18-68

AMENDED: 1-7-80

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: POLICE CADET

CODE: 8274

CHARACTERISTICS OF THE CLASS:

Under supervision, and in accordance with well defined policies and procedures, assists in performing various routine phases of police work, including related clerical duties, and performs related duties as required.

Requires normal responsibility for: Following established methods and procedures and oral and written instructions; preparing routine records and reports; dealing courteously and tactfully with the general public, police officers and other employees of the Police Department.

EXAMPLES OF DUTIES:

1. Directs and controls traffic; trains and directs Junior Traffic Patrol and School Crossing Guards.
2. Accepts and processes complaints received at the counter or by telephone.
3. Answers telephone and dispatches police vehicles, if needed.
4. Performs clerical duties such as receiving and distributing supplies; preparing reports; indexing and filing criminal records, correspondence and reports.
5. Release prisoner's property; maintain records of stolen and recovered automobiles; issues automobile releases, and maintains log book during assigned shift.

MINIMUM QUALIFICATIONS:

Training and Experience: Persons appointed to positions in this category must meet the basic standards established for Q2 Policeman. Requires graduation from high school and must be enrolled, or agree to enroll, in a course of study approved by the Police Department in an accredited university, college or junior college.

Knowledge, Abilities and Skills: Requires general knowledge of: The role and functions of a law enforcement agency.

Requires ability to: Learn and understand police department rules, regulations, instructions, laws and policies; understand and follow oral and written instructions; ability to organize and maintain records; deal courteously but firmly with the public, and get along well with others.

License: Possession of a valid California Motor Vehicle Operator's License and a good driving record.

PROMOTIVE LINES:

To : Q2 Policeman

From: Original entrance examination

ADOPTED: 4/22/68

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ENVIRONMENTAL CONTROL OFFICER

CODE: 8280

CHARACTERISTICS OF THE CLASS:

Under general supervision, patrols as assigned area for the purpose of enforcing regulations pertaining to litter control; issues citations for violations of litter control regulations; carries out investigations to identify violators and owners of property on which violations occur; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class are staffed by civilian employees who normally wear a uniform and a badge, but do not carry a weapon and are responsible for explaining and enforcing sections of state and local codes relating to litter control. Positions are distinguished by the need for making regular responsible contact with merchants, homeowners, tenants and the general public to furnish specific and general information concerning litter control regulations. Incumbents receive training in the areas of code enforcement, citation issuance, equipment operation and report writing at the San Francisco Police Academy. Nature of duties involves exposure to inclement weather, long periods of walking or standing on hard surfaces, and assignment to day or evening shifts.

EXAMPLES OF DUTIES:

1. Patrols an assigned area on foot or on a vehicle such as a three wheel motorcycle to enforce litter control regulations; investigates specific complaints; observes the condition of visible outdoor areas such as sidewalks, roads, vacant lots and parks; takes pictures of pertinent areas as substantiation of observed conditions.
2. Warns appropriate person to take action to correct violations of litter control regulations and uses tax rolls and other public records to identify the owner of property on which violations of litter control regulations occur; attempts to identify violators of litter control regulations by sifting through the contents of materials disposed of illegally.
3. Contacts identified violators to take corrective action as required and follows up to insure compliance; issues citations in specified circumstances in accordance with clearly defined procedures.
4. Explains litter control regulations to merchants, home owners, tenants service groups and other interested parties; distributes informational materials to homes and businesses.
5. Operates a portable radio transceiver to report urgent problems or unusual occurrences to supervisor and acts in accordance with instructions received.
6. Prepares daily reports on activities and actions taken; may prepare brief notes in connection with unusual situations observed.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school or the equivalent supplemented by two years of public contact work experience.

Knowledge, Abilities and Skills: Requires the ability to: successfully complete a six week training course learning pertinent sections of the State Penal Code, local Police code, Health and Public Works codes relating to litter control; prepare written reports, issue citations and render first aid.

License: Requires possession of a valid California Driver's License.

APR - 5 2001

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES****SAN FRANCISCO
PUBLIC LIBRARY****JOB CODE TITLE: SENIOR ENVIRONMENTAL CONTROL OFFICER****JOB CODE: 8282****Business Code: COMMN****Definition:**

Under direction, supervises the office and field activities of a group of Environmental Control Officers who are engaged in patrolling assigned areas to enforce compliance with municipal, police, health, and public works codes relative to litter and environmental control regulations.

Distinguishing Features:

The Senior Environmental Control Officer differs from the Environmental Control Officer in its higher level of responsibility and supervisory duties.

Supervision Exercised:

This is a first-level supervisory position and supervises a crew of Environmental Control Officers.

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Interprets and enforces compliance with municipal, police, health, and public works codes relevant to litter and environmental control regulations.
2. Supervises Environmental Control Officers by planning, assigning, monitoring and evaluating their work, completing performance appraisals, arranging for training and employee development, and participating in disciplinary processes to improve work performance.
3. Oversees investigations of code violations and issues citations to code violators.
4. Enforces and follows Bureau safety rules and procedures and arranges for training of Environmental Control Officers.
5. Investigates and resolves complaints from business or property owners, community groups, or the public regarding environmental health and safety concerns, interactions with the public or the behavior of staff. This investigation may include searching through refuse and involve lifting debris, bending, stooping, and walking on uneven ground.
6. Prepares printed reports such as daily field reports, correspondence, records of investigations, performance appraisals, and documentation for court proceedings using word processing software and data entry functions on a personal computer.
7. Uses a portable radio transceiver to call for cleanup or other action to avoid health or environmental hazards, or to report serious problems or unusual circumstances to staff, coworkers, radio control, supervisors, or the police.

8. Operates a motor vehicle in the course of attending meetings or traveling to work sites.
9. Takes photographs and notes to document violations, and interviews violators and witnesses to code violations.
10. Testifies in court concerning code violators.
11. Conducts educational campaigns with business owners, schools, neighborhood organizations, and the public by making presentations and soliciting community support for enforcement.
12. Interfaces with the San Francisco Police Department by calling for police assistance if violators refuse to cooperate; may receive training from Police Department in confrontation avoidance techniques.
13. Performs related duties as required.

Job-related and Essential Qualifications:

Knowledge of: applicable municipal, police, health, and public works codes and regulations related to street environmental services; and safe working practices and procedures.

Ability to: read a City map; plan, organize, assign, direct and evaluate the work of staff; promote, establish and maintain effective working relationships; communicate effectively both orally and in writing; operate a two-way radio; operate a motor vehicle; stand for prolonged periods, walk on uneven or hilly ground, bend and stoop, and lift objects that weigh up to 50 pounds.

Experience and Training Guidelines:

One year of experience in code enforcement that involves municipal, police, health, or public works codes and regulations relevant to litter and environmental control and the issuance of citations for noncompliance; AND

Possession of a valid class C driver license; AND

Possession of the physical strength and agility necessary to stoop and bend in the course of removing litter or hazards; to walk on hilly or uneven ground and stand for extended periods; and to lift objects weighing up to 50 pounds. (This requirement will be evaluated during the probationary period).

Effective Date: 12/11/00

Amended Date: 3/21/01

Reason for Amendment:

To reflect accurately the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this job code.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: SHERIFF'S CADET

JOB CODE: 8300
Business Unit: COMMN

DEFINITION:

Under direct supervision of a sworn member or higher ranking personnel of the Sheriff's Department, assists in maintaining building and area security for locations under the Sheriff's Department control, and performs non-law enforcement duties in administration, alternative programs, or the custody division at the Sheriff's Department offices and facilities in San Francisco and San Bruno.

DISTINGUISHING FEATURES:

The Sheriff's Cadet is the trainee level in the Sheriff's Department. Sheriff's Cadets are assigned non-law enforcement duties and responsibilities. Cadets perform paraprofessional office and field support duties under direct supervision of sworn or higher ranking personnel in the Sheriff's Department. The Cadet program is a provisional three-year program. Cadets are encouraged to apply for the entry-level 8302 Deputy Sheriff I position during their three-year internship.

SUPERVISION EXERCISED: None

EXAMPLE OF IMPORTANT AND ESSENTIAL DUTIES: *According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.*

1. Monitors walk-through metal detectors and video surveillance equipment in building security assignments.
2. Operates hand-held metal detectors.
3. Searches handbags, briefcases, backpacks, and other containers.
4. Provides directions and other information to persons entering public buildings under Sheriff's Department control.
5. Provides first aid and CPR in case of life-threatening emergencies.
6. Answers telephone, routes calls, and takes phone messages.
7. Types and files correspondence, records, and other forms.
8. Orders office supplies and materials and responsible for maintaining an orderly inventory of daily office needs.
9. Operates a computer workstation.
10. Fingerprints new Sheriff's Department employees.
11. Records attendance of alternative program participants.
12. Maintain statistics on alternative program participants, requiring arithmetic skills.

DOCUMENTS DEPT.

DEC 29 1999

SAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: SHERIFF'S CADET

JOB CODE: 8300

Business Unit: COMMN

13. Performs interoffice mail duties including distributing and sorting mails to different facilities.
14. Collects urine specimens from alternative program participants, and analyzes urine specimens using ADX machine.
15. Performs clerical support in department operation centers.
16. Performs related non-law enforcement duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: basic functions and operations of a law enforcement agency; customer service; English usage; arithmetic skills, working knowledge of office procedures and practices.

Ability to: communicate orally using grammatically correct English with people of diverse education, social and ethnic backgrounds; write clear, legible, grammatically correct reports in English; gather, record, evaluate, and draw logical conclusion from verbal information; establish and maintain effective working relationships with a wide variety of people; walk and or stand for long periods; raise and/or transfer up to 50 pounds; and work in the field without immediate supervision; perform simple mathematical problems such as adding, subtracting, multiplying and dividing numbers; and learn to operate a computer terminal and printer.

EXPERIENCE AND TRAINING GUIDELINES:

Experience: No work experience is required for this trainee level position.

Education: Possession of a high school diploma or successful completion of equivalency test (GED or California High School Proficiency Examination).

License: Valid California driver's license.

Effective Date: 12/21/99

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: SHERIFF'S PROPERTY KEEPER

CODE: 8301

CHARACTERISTICS OF THE CLASS:

Under general supervision, is responsible for seizing and guarding property under attachment, execution or other legal processes; and performs related duties as required.

Requires responsibility for: Explaining and enforcing existing methods and procedures relative to the seizure and custody of properties; making regular contacts with the general public in connection with executing legal processes of property seizure; preparing and maintaining inventories and other records relating to property seizures.

EXAMPLES OF DUTIES:

1. Seizes and guards property of all types under attachment, execution and other processes of the courts and Sheriff's office.
2. Inventories properties seized and supervises removal of property to Sheriff's warehouse; seizes money and receipts of businesses; issues receipts and accounts for such funds.
3. Guards properties and prevents the unauthorized removal of property under levy; maintains possession of machinery and equipment pending removal to storage.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires ability to exercise good judgment, firmness and tact in dealing with the general public on property seizure matters.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To : 8303 Sheriff's Civil Process Assistant

From: Original entrance examination

AMENDED: 4/26/71

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: POLICE MATRON

CODE: 8302

CHARACTERISTICS OF THE CLASS:

Under general supervision is responsible for the conduct, safekeeping and welfare of female prisoners, including transporting them to and from their place of confinement or custody; and performs other duties in various divisions and bureaus as assigned by the Chief of Police.

DISTINGUISHING FEATURES:

This class is distinguished from Police Officer and Policewoman by the limited scope of duties to which assigned, the training required, and the minimum and physical requirements for appointment eligibility. Employees in this class are civilian employees who perform police work in support of the uniformed force.

EXAMPLES OF DUTIES:

1. Upon assuming the watch, checks the count and location of prisoners for whom responsible; searches female prisoners received and places their valuables in safekeeping; writes reports and does the necessary record keeping in connection with such duties.
2. Transports female prisoners to and from their place of confinement or custody for court appearances, interrogation, transfer to other facilities or for other official reasons; controls the movement of prisoners within the jail.
3. Assists in the arrest of female suspects; interviews female arrestees and victims; interviews witnesses.
4. Makes rounds of the cells to observe the conduct of prisoners; requesting assistance when required to maintain order.
5. Ensures the health and welfare of prisoners by requesting medical assistance when deemed necessary; accompanies doctor on his rounds; maintains records of venereal disease cases and signs quarantine forms.
6. When directed, substitutes for Police Officers as Station Officers.
7. May be assigned by the Chief of Police to various positions in the Bureau of Criminal Information, the Warrant Bureau, and the Traffic Bureau to supplement or relieve Police Officers.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school or the equivalent.

Knowledge, Abilities and Skills: Requires knowledge of: Police routine and procedures used in the apprehending, interviewing, transporting and safeguarding prisoners; operating procedures of the various bureaus to which Police Matrons may be assigned.

Requires ability to: Deal with arrestees and prisoners; react quickly and calmly in emergencies; maintain routine records.

Requires skill in interviewing female arrestees, female victims and witnesses.

PROMOTIVE LINES:

To : No normal lines of promotion

From: Original entrance examination

Retitled & Amended: 9/16/74

(Abolishes class 8302 Jail Matron)

(NEW CLASS)

DOCUMENT

CLASS TITLE: SHERIFF'S CIVIL PROCESS ASSISTANT

JUN 16 1971

CODE: 8303

CHARACTERISTICS OF THE CLASS:

SAN FRANCISCO
PUBLIC LIBRARY

Under general supervision, is responsible for seizing and guarding property under attachment, execution or other legal process; assists a Deputy Sheriff in serving writs and other orders of the court on business establishments and private individuals; assists in making civil arrests in connection with attachments and evictions; may be assigned to the guarding of prisoners in a hospital facility or the transportation of prisoners; and performs related duties as required.

Requires responsibility for carrying out, explaining and enforcing existing methods and procedures relative to the serving of writs and other orders of the court regarding the seizure and custody of property; making regular contacts with the general public in connection with executing legal processes of property seizures and evictions; preparing and maintaining records of inventories of property seized; nature of duties involves some exposure to physical injury and other dangers inherent in security work.

EXAMPLES OF DUTIES:

1. Assists a deputy in serving writs and other orders of the court on business establishments and private individuals; assists in evictions and auto seizures when necessary; assists in making civil arrests in connection with attachments and evictions.
2. May be assigned to the guarding of prisoners in a hospital facility or the transportation of prisoners.
3. Seizes and guards property of all types under attachment, execution and other processes of the courts and sheriff's office.
4. Inventories properties seized and supervises removal of property to sheriff's warehouse; seizes money and receipts of businesses; issues receipts and accounts for such funds.
5. Guards properties and prevents the unauthorized removal of property unde levy; maintains possession of machinery and equipment pending removal to storage.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school and at least one year of experience as a Sheriff's Property Keeper; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires ability to exercise good judgment, firmness and tact in dealing with the general public on property seizure matters; acts quickly in emergencies; physical agility and stamina necessary to enforce security regulations and apprehend persons involved in seeking illegal entry or other related law violations.

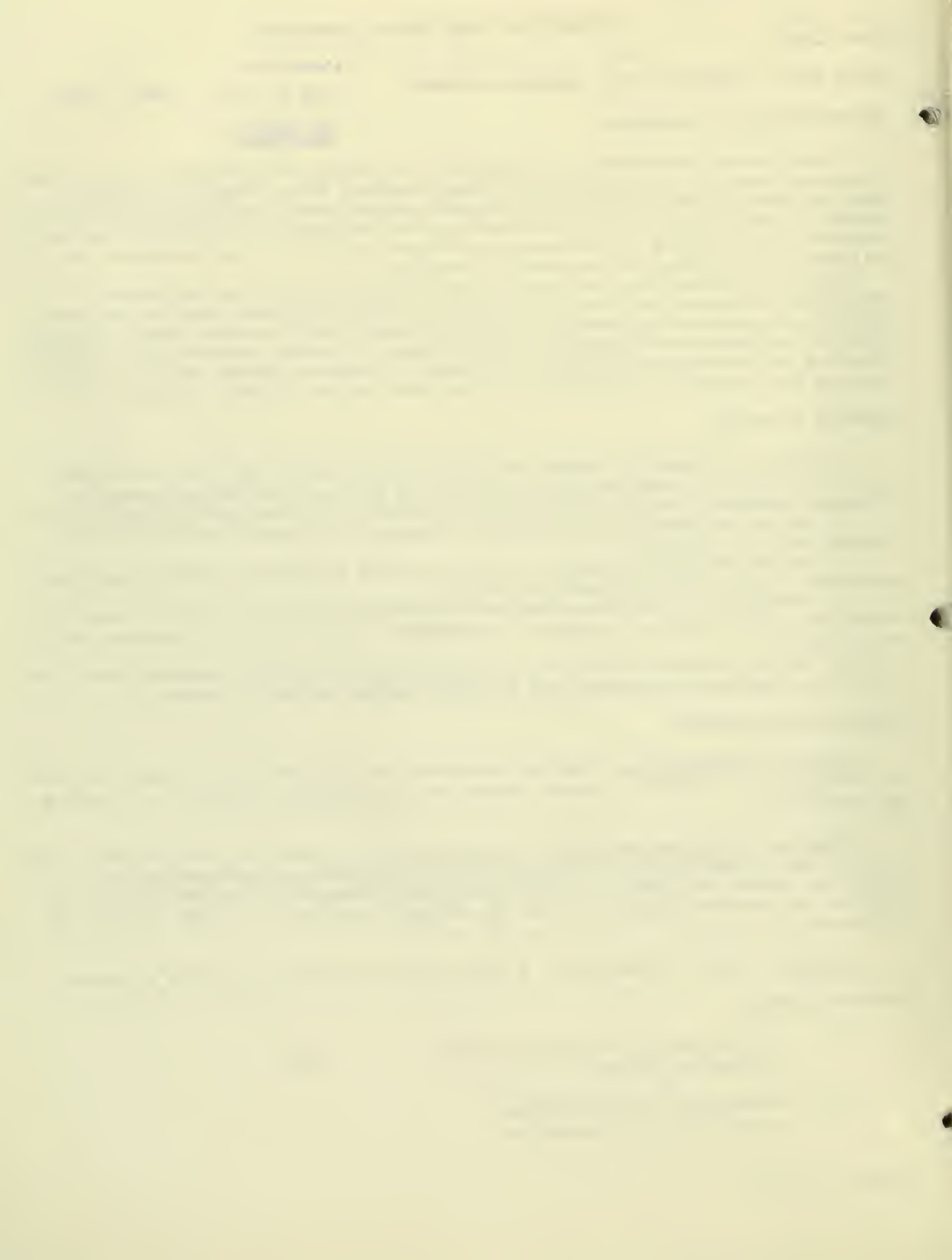
License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To : 8207 Building and Grounds Patrolman
8217 Station Officer

From: 8301 Sheriff's Property Keeper
Original entrance examination

Adopted: 4/26/71



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DEPUTY SHERIFF

CODE: 8304

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs a variety of duties relating to supervision of prisoners in custody; serves as bailiff in civil, criminal and juvenile courts; transports prisoners; serves civil process; supervises work programs and work crews; performs general law enforcement duties; and performs related duties as required.

DISTINGUISHING FEATURES:

A Deputy Sheriff is a Peace Officer as defined in California Penal Code Section 830, et seq., and may be assigned to: a) supervise prisoners in a county jail or hospital detention facility and perform related custodial duties; b) serve as a bailiff in a civil, criminal or juvenile court; c) serve writs or other legal papers; d) transport prisoners. The class of Deputy Sheriff is distinguished from that of Senior Deputy Sheriff in that a Senior Deputy Sheriff serves as a lead worker in the county jail and detention facilities, or when assigned to a courtroom with Deputy Sheriffs.

EXAMPLES OF DUTIES:

"Class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Supervises prisoners and maintains order in county jails; checks windows, doors and gates for security; regulates the movement of persons and vehicles in and out of facilities; inspects and searches cells; searches for contraband including administering chemical testing of prisoners; escorts prisoners to and from housing units, recreational areas, classrooms and other activities; takes periodic counts of prisoners; examines incoming prisoner mail for contraband; reports irregular occurrences, criminal activity and infractions of institution rules and takes prescribed action for violations; supervises the distribution of food to prisoners and maintains order during meals; supervises visits to prisoners; prevents escapes and injury by prisoners; searches for and recaptures escaped prisoners; supervises prisoners participating in Work Furlough, SWAP and County Parole.

2. Receives, searches and performs complete inspection of prisoners; collects and inspects personal articles, clothing and money, and issues receipts to prisoners; issues jail clothing and bedding; supervises prisoner work crews in culinary, laundry, janitorial, stock handling, garbage, farm and other jail details.

3. Supervises prisoners in courtrooms, hospital and to and from state institutions; operates a variety of motor vehicles in the transportation of prisoners.

4. Books, classifies and releases prisoners; perform incidental clerical work in maintaining records of jail and commissary supplies and in the recording of prisoner's history and jail activities.

EXAMPLES OF DUTIES: (Cont.)

5. Under the general direction of a supervisor, acts as a bailiff in the civil, criminal and juvenile courts; conducts jurors to assigned courtroom; opens court session; maintains order by abating any disturbances in or near the courtroom; receives and transmits to the judge special communications or materials for the jury or trial proceedings; supervises prisoners and mentally ill persons in custody and takes prescribed action in the event of violent outbursts or escape attempts; serves jury summons and executes court orders; maintains surveillance of jury room while the members are deliberating; provides security of jury members during recess, meals, or during sequester and prevents any attempt to influence; escorts prisoners between jails and courts.

6. Executes civil court orders; serves writs, orders and other legal papers on business establishments, banks and private individuals; seizes vehicles and other articles as directed by the courts; executes writs of possession and returns property to plaintiff; searches official records to verify description, location and names of owners of property to be attached or sold; checks all processes to be served for validity, form and possible errors; computes and collects various fees, mileage and related charges for service rendered to attorneys and others.

7. Performs general law enforcement duties as directed by the Sheriff such as criminal and civil arrests, mutual aid, and participating in mass arrests.

8. Uses firearms, standard restraint techniques and non-lethal chemical agents in compliance with existing laws, policies and procedures.

9. Renders first aid and cardiopulmonary resuscitation in emergencies.

10. Drafts and writes reports and correspondence; conducts studies and does research associated with criminal justice problems and issues; maintains statistics and records; conducts background, criminal and internal affairs investigations; assists supervisors at all levels in developing policies, procedures and training programs; utilizes computer equipment.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Requires ability to: Deal tactfully and courteously with the public; control prisoners individually and in groups and deal with them on a fair and impartial basis; remain alert at all times and react quickly and calmly in an emergency; speak and write effectively; observe situations correctly and write reports accurately and concisely; maintain records and reports.

Special Requirement: Prior to appointment, candidate must successfully meet the requirements of a San Francisco Sheriff's Department administered background investigation. Additionally, appointees to positions in this class are required to successfully complete the course requirements of a State Certified Peace Officers Standards and Training Academy, a State Certified Basic Jail Training course and the San Francisco Sheriff's Department Training Program.

License: Requires possession of a valid California Driver License.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

OCT - 6 2000

SAN FRANCISCO
PUBLIC LIBRARY**JOB CODE TITLE: SENIOR DEPUTY SHERIFF****JOB CODE: 8306****Business Unit: COMMN****DEFINITION:**

Under direction, functions as a lead worker or specialist in a variety of duties relating to supervision of prisoners in custody; serves as a bailiff in civil, criminal, and juvenile courts; receives and enforces civil processes; performs specialized law enforcement and administrative duties related to investigations, training, technical services, warrants service, prisoner transportation, personnel management, fiscal administration, and public building and grounds security; performs related law enforcement duties as assigned.

DISTINGUISHING FEATURES:

The class of Senior Deputy Sheriff is distinguished from that of a Deputy Sheriff in that a Senior Deputy Sheriff serves as a lead worker or specialist in assigned duties, and may direct sworn or civilian staff as lead worker or supervisor. The class of Senior Deputy Sheriff is further distinguished from that of Sheriff's Sergeant in that a Sheriff's Sergeant serves as a line-level supervisor in assigned duties, and regularly serves as an Assistant Watch Commander or Section Commander in a jail, court security, field and support services, administrative, or specialized division or subdivision of the Sheriff's Department.

SUPERVISION EXERCISED:

The Senior Deputy Sheriff may supervise sworn and civilian personnel as the need arises.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties as assigned to this class(es) and are not intended to be an inclusive list.

1. Leads or supervises sworn staff in the care and control of prisoners in the county jail or jail alternative programs; leads or supervises maintaining of order and security in and around jail facilities; leads or supervises line staff in the performance of routine jail duties such as cell inspections and searches, contraband searches and seizures, movement, recreation, counts, meals, visits, mail, commissary, medical calls, and other day-to-day jail operations; performs related line-level administrative duties involving operating a computer terminal, making arithmetical calculations, posting policies and procedures, investigating prisoner grievances or disciplinary actions, and preparing detailed narrative reports; instructs line staff as jail training officer; may serve as acting Assistant Watch Commander or acting Watch Commander in the absence of a regularly assigned commander of higher rank.
2. Assumes first-responder scene command in the event of jail emergencies or extraordinary events such as fights, riots, fires, criminal acts, or other situations; intervenes to diffuse potential problem situations, by identifying prisoner emotional and physical conditions; leads or supervises movement of prisoners under exceptional circumstances; assures proper documentation of jail emergencies.
3. Services as a bailiff in civil, criminal, and juvenile courts; leads or supervises in multiple-bailiff courts; instructs court security staff as training officer.
4. Receives and enforces civil processes, including writs of attachment and garnishment, eviction orders, and property sales to satisfy civil judgments.

JOB CODE TITLE: SENIOR DEPUTY SHERIFF

JOB CODE: 8306

Business Unit: COMM

5. Performs specialized law enforcement and administrative duties related to criminal, internal affairs, or background investigations; performs specialized duties as law enforcement and jail operations training officer assigned to the Training Section; leads or supervises warrants services units for the Central Warrants Bureau or Alternative Programs, including day-to-day administrative oversight and field operations; leads or supervises prisoner transportation, including inter facility transportation, out-of-country transportation, and transfers of arrestees from Police Department district stations to the county jail; leads or supervises personnel functions including hiring, performance evaluations, disability accounting, and related operations; leads or supervises sworn and civilian staff in public building and grounds security operations, including monitoring of visitor ingress through metal detectors, maintaining order in public building and grounds, and roving patrol of access points; may serve as acting Section Commander in the absence of a regularly assigned commander of higher rank.
6. Performs related law enforcement duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Working Knowledge of: Federal, state, and local standards of prisoner care, penal laws, facility security requirements, departmental work rules, defensive tactics, approved restraint methods, use of force techniques, lethal and non-lethal weapons, proper search techniques, first aid, CPR, and laws and procedures related to discrimination and harassment.

Ability to: Follow written and oral directions, provide clear and concise instructions to subordinates, lead subordinates effectively both by example and by verbal direction, prioritize assignments, resolve conflicts, develop and maintain team values in subordinates, listen effectively, show appropriate sensitivity to ethnic and cultural diversity, deal tactfully and courteously with the public, control prisoners individually and in groups, deal with the persons fairly and impartially, react quickly and calmly in emergency situations, speak and write effectively, observe situations correctly, write reports accurately and concisely, and maintain accurate records.

EXPERIENCE AND TRAINING GUIDELINES:

Experience: Completion of the entry-level probationary period and a total of two (2) years of experience in the Sheriff's Department in classes 8302 Deputy Sheriff I and 8304 Deputy Sheriff.

Training: Successful completion of STC Core Training and a POST Basic Academy

Licenses: Valid California Driver's License.

Effective Date:

Amended Date: 9/27/00

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this job code.

OCT - 6 2000

SAN FRANCISCO
PUBLIC LIBRARY**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES****JOB CODE TITLE: SHERIFF'S SERGEANT****JOB CODE: 8308****Business Unit: COMM****DEFINITION:**

Under direction, functions as a line-level supervisor in a variety of duties relating to supervision of prisoners in custody; serves as a supervisor of bailiffs in civil, criminal, and juvenile courts; serves as a field or support services supervisor in the enforcement of civil processes; supervises other sworn or civilian staff in the performance of specialized law enforcement and administrative duties related to investigations, training, technical services, warrants service, prisoner transportation, personnel management, fiscal administration, and public building and grounds security; performs and supervises performance of related law enforcement duties as assigned.

DISTINGUISHING FEATURES:

The Sheriff's Sergeant is distinguished from that of a Senior Deputy Sheriff in that a Sheriff's Sergeant serves as a line-level supervisor in assigned duties in a large facility area, and regularly serves as an Assistant Watch Commander or Section Commander in jail, court security, field and support services, administrative, or specialized division or subdivision of the Sheriff's Department. The class of Sheriff's Sergeant is further distinguished from that of Sheriff's Lieutenant in that a Sheriff's Lieutenant serves as a first-level manager in assigned duties at a facility, regularly serves as a Watch Commander, and may serve as a Section Commander, Assistant Facility Commander, or Assistant Division Commander in a jail, court security, field and support services, administrative, or specialized division or subdivision of the Sheriff's Department.

SUPERVISION EXERCISED:

The Sheriff's Sergeant supervises sworn personnel and may supervise civilian personnel.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties as assigned to this class(es) and are not intended to be an inclusive list.

1. Supervises sworn staff in the care and control of prisoners in the county jail or jail alternative programs; supervises maintaining of order and security in and around jail facilities; supervises line staff in the performance of routine jail duties such as cell inspections and searches, contraband searches and seizures, movement, recreation, counts, meals, visits, mail, commissary, medical calls, and other day-to-day jail operations; performs related facility area administrative duties involving operating a computer terminal, making arithmetical calculations, posting and explaining policies and procedures, investigating prisoner grievances or disciplinary actions, and preparing detailed narrative reports; serves as Assistant Watch Commander; serves as acting Watch Commander in the absence of a regularly assigned commander or higher rank.
2. Assumes facility area command in the event of jail emergencies or extraordinary events such as fights, riots, fires, criminal acts, or other situations; intervenes to diffuse potential problem situations, by identifying prisoner emotional and physical conditions; supervises movement of prisoners under exceptional circumstances; assures proper documentation of jail emergencies.
3. Supervises bailiffs in civil, criminal, and juvenile courts.

JOB CODE TITLE: SHERIFF'S SERGEANT**JOB CODE: 8308****Business Unit: COMM**

4. Serves as field or support services supervisor in receiving and enforcement of civil processes.
5. Supervises and performs specialized law enforcement and administrative duties related to criminal, internal affairs, or background investigations; supervises performance of specialized duties of law enforcement and jail operations training officers assigned to the Training Section; supervises warrants service for the Central Warrants Bureau and Alternative Programs, including general administrative oversight and field operations; supervises prisoner transportation, including inter-facility transportation, out-of-country transportation, and transfers of arrestees from Police Department district stations to the county jail; supervises personnel functions, hiring, performance evaluations, disability accounting, and related operations; performs and supervises sworn and civilian staff in public building and grounds security operations, including monitoring of visitor ingress through metal detectors, maintaining order in public buildings and grounds, and roving patrol of access points; serves as commander of established Sections, Units, and other subdivisions of the Sheriff's Department.
6. Performs and supervises performance of related law enforcement duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Working Knowledge of: Federal, state, and local standards of prisoner care, penal laws and procedures, facility security requirements, departmental work rules and other policies and procedures, defensive tactics, approved restraint methods, use of force techniques, lethal and non-lethal weapons, proper search techniques, first aid, CPR, and laws and procedures related to discrimination and harassment.

Ability to: Follow written and oral directions, provide clear and concise instructions to subordinates, lead subordinates effectively both by example and by verbal direction, prioritize assignments, resolve conflicts, develop and maintain a team environment, listen effectively, show appropriate sensitivity to ethnic and cultural diversity, deal tactfully and courteously with the public, control prisoners individually and in groups, deal with the persons fairly and impartially, react quickly and calmly in emergency situations, speak and write effectively, observe situations correctly, write reports accurately and concisely, and maintain accurate records.

EXPERIENCE AND TRAINING GUIDELINES:

Experience: A total of four years experience in the Sheriff's Department in classes 8302 Deputy Sheriff I/8304 Deputy Sheriff/8306 Senior Deputy Sheriff; or any combination of the above-mentioned classes.

Training: Possession of a POST Basic Certificate

Licenses: Valid California Driver's License.

Effective Date:

Amended Date: 9/27/00

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis for this job code.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

DOCUMENTS DEPT.

OCT 22 1999

SAN FRANCISCO
PUBLIC LIBRARY

8310 SHERIFF'S LIEUTENANT

DEFINITION:

Under general supervision of a Captain, acts as operational and/or administrative manager of a facility; commands a detention/program facility on an assigned watch; commands civil process work and civil/criminal courts; performs, coordinates or reviews investigative activities; prepares reports, memos and written correspondence; evaluates and documents the work performance of subordinates (both sworn and civilian staff); conducts research and completes special projects/assignments; coordinates inmate services; performs and supervises performance of related law enforcement duties as assigned.

DISTINGUISHING FEATURES:

The class of Sheriff's Lieutenant is distinguished from that of Sheriff's Sergeant in that a Sheriff's Lieutenant serves as a first-level manager in assigned duties at a facility, regularly serves as a Watch Commander, and may serve as a Section Commander, Assistant Facility Commander, or Assistant Division Commander in a jail, court security, field and support services, administrative or specialized division or subdivision of the Sheriff's Department. The class of Sheriff's Lieutenant is further distinguished from that of Sheriff's Captain in that Sheriff's Captain is responsible for the overall administration of a jail facility, coordinates with other command personnel, and coordinates and administers the formulation and preparation of the fiscal controls for the facility/division.

SUPERVISION EXERCISED:

The Sheriff's Lieutenant as the first level manager at an assigned facility may supervise Sheriff's Sergeants, Senior Deputies, and Deputies as well as civilian staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties as assigned to this class(es) and are not intended to be an inclusive list.

1. Evaluates and documents the work performance of subordinates (sworn and civilian), both formally and informally, including annual performance evaluations and day-to-day evaluations; ensures adherence to employee standards and departmental code of conduct, recommends corrective action to chain-of-command within policy guidelines and sees that it is properly administered; identifies training needs and instructs subordinates during muster or through formal or informal training sessions on proper performance of their duties, safety and emergency procedures, investigative techniques, etc.; reviews/schedules work assignments, may recommend or assign subordinates to various

shifts, assignments or projects; provides day-to-day guidance and experiential knowledge for subordinates on work-related issues; advises subordinates as to meaning and consequences of Department policies and procedures, and ensures adherence; assists subordinates in dealing with personal, family, career and job-related problems, provides positive reinforcement to improve morale and productivity; investigates and handles complaints and grievances from citizens, subordinates and inmates/detainees.

2. Initiates and conducts formal and impromptu inspections of subordinates, civilian staff, inmates, facilities, records and equipment in order to ensure that department policy and regulations are being followed; performs, coordinates or reviews investigative activities, determines if specialized personnel/resources are needed and coordinates activities with other sections in the Department; prepares reports, issues intra- and interdepartmental memos and written correspondence, and reviews, evaluates and approves various types of reports as to completeness and form.
3. In case of major incidents, determines the situation and probable impact, directs subordinates, the public, civilians and/or inmates and manages the scene; administers or recommends disciplinary action within policy guidelines, reviews inmate disciplinary recommendations and procedures; and ensures that inmate discipline is properly administered.
4. Conducts research, complete special projects and assignments; coordinates operations with other facilities, coordinates inmate services; provides relief for subordinate staff; monitors food quality and orders supplies, services and equipment for assigned facility; acts as facility commander in facility commander's absence; monitors use and maintenance of a variety of equipment, devices and apparatus; maintains records and files in a variety of areas such as assignment and attendance of subordinates, overtime and payroll records, personnel files, petty cash and specialty funds, commendation referrals, equipment issuance and usage, rounds sheets and facility logs.
5. Represents the Department on a variety of committees, boards or task forces both within the Department and for the City and County of San Francisco; responds to verbal and written requests of the public/community for information and assistance via telephone, personal contact or written/electronic communication.
6. Performs and supervises performance of related law enforcement duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Working Knowledge of: Appropriate laws, codes, etc (e.g. penal code and Title XV), and the functioning of the criminal justice system; City/County and Department administrative policies, procedures, rules, regulations, MOUs, etc.; detention facility requirements and security procedures; supervisory and managerial methods, current law enforcement tactics, strategies and methodology; law enforcement investigative techniques and procedures; internal systems; appropriate grammar, phraseology and sentence structure.

Ability to: Establish procedures and give directions for the accomplishment of tasks and goals; deal with conflict and be confrontive when necessary; accept responsibility for the

behavior of those commanded; use leadership style to fit the situation; assess, isolate and identify problems, evaluate alternative courses of action, make a logical decision and take action when necessary; be creative and innovative in resolving problems; build consensus and negotiate; communicate well, both verbally and in writing; listen, and elicit information from others; make verbal presentations and respond in an effective manner to spontaneous questions; be tactful and politically aware when dealing with the public, community, employees and other City/County departments; maintain a professional manner and demeanor; demonstrate commitment to the job, the objectives of the Department and the ideals of the law enforcement profession; demonstrate initiative and take risks when necessary; adapt to changing circumstances.

EXPERIENCE AND TRAINING GUIDELINES:

Experience: Two (2) years of experience in class 8308 Sheriff's Sergeant or Three (3) years of experience in class 8306 Senior Deputy Sheriff or a combination of three (3) years of experience in classes 8306 Senior Deputy Sheriff/8308 Sheriff's Sergeant in the Sheriff's Department.

Training: None

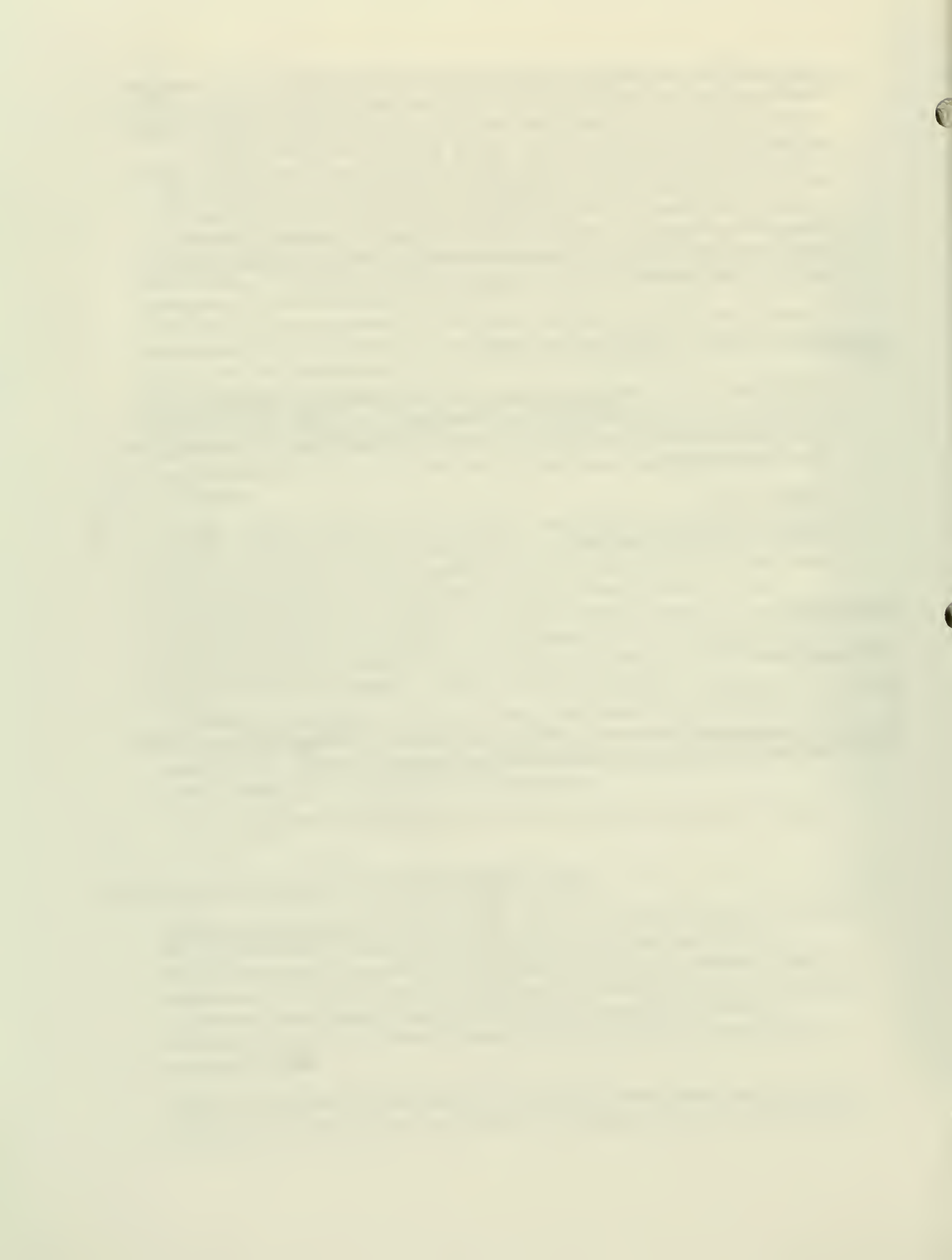
Licenses: Valid Driver's License.

Effective Date:

Amended Date: 4/17/78

Renewed /Amended date: 10/8/99

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this class.



**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

DOCUMENTS DEPT.

OCT 22 1993

SAN FRANCISCO
PUBLIC LIBRARY

8312 SHERIFF'S CAPTAIN

DEFINITION:

Under general direction, has responsibility for the overall administration of a jail facility or major division; commands an assigned watch; evaluates the work performance of staff both formally and informally; sets expectations, priorities and goals for subordinate staff; directs, oversees and coordinates functions and activities of staff to achieve desired goals; conducts inspection of assigned facility or cleanliness, security, physical integrity, health and safety issues and provision of contracted services; establishes and maintains communication with individuals from other criminal justice, legal, governmental or private agencies in order to exchange information and coordinate activities; assists higher level command staff by completing research and analysis, feasibility studies, and other special projects; reviews scheduling and deployment of personnel and equipment; oversees and/or responds to and mediates in-house subordinate and inmate complaints and grievances; performs and supervises performance of related law enforcement duties as assigned.

DISTINGUISHING FEATURES:

The class of Sheriff's Captain is distinguished from that of Sheriff's Lieutenant in that a Sheriff's Captain coordinates with other command personnel, and directs and administers the formulation and preparation of the operational and fiscal controls for the facility/division. It is further distinguished from that of Chief Deputy in that Sheriff's Captain is responsible for the overall administration of a jail facility or assigned as the Administrative Captain while Chief Deputies are responsible for overseeing a major division such as the Custody Division, Administrative and Courts Division, or Field and Support Services Division.

SUPERVISION EXERCISED:

The Sheriff's Captain as facility commander supervises sworn staff including Lieutenants, Sergeants, Senior Deputies, and Deputies as well as civilian staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties as assigned to this class(es) and are not intended to be an inclusive list.

1. Initiates/implements preparations for the operation of the facility/division including daily, routine and special events, development of personnel, handling of emergency situations and special conditions; identifies problem areas, anticipates future needs and recommends appropriate actions; coordinates and administers the formulation and preparation of fiscal controls for the facility/division; prepares or directs the preparation of budget documents for submission to approving authorities; reviews, evaluates and updates on-going systems, methods and processes, initiates and participates in the development of new work methods

and procedures; develops goals and objectives for specific division/facility, monitors and evaluates implementation and progress; revises priorities as necessary according to changes in resources and Department/facility needs; assists higher level command staff by completing research and analysis, feasibility studies and other special projects; interprets and implements policy, announces and explains procedures and regulations; ensures adherence to policies by others.

2. Manages and evaluates staff: Sets expectations, priorities and goals for subordinate staff; directs, oversees and coordinates functions and activities of staff to achieve desired goals; evaluates work performance both formally and informally, including regular, probationary and day-to-day evaluation; instructs staff or oversees training of personnel; plans training schedules and maintains appropriate records; reviews scheduling and deployment of personnel, recommends and/or assigns subordinates to specific areas of work, approves/disapproves leave, overtime, etc.; recommends resources to assist staff with personal and job-related problems; oversees or responds to and mediates subordinates and takes corrective action as needed; upholds employee standards and Department code of conduct, initiates and/or recommends discipline or corrective action as needed; provides a work atmosphere conducive to employee work production and job satisfaction, limits unnecessary work obstacles and responds promptly to visible or stated employee concerns.
3. Investigates and examines situations involving possible violations of law or Department policies and procedures; deputy/inmate incidents, complaints/grievances against deputies or non-sworn personnel; assigns, directs, coordinates and reviews activities of personnel in situations being investigated, reviews case files, maintains and updates relevant information; verifies and analyzes factual information and other evidence; recommends and/or initiates appropriate course of action and follow-up; initiates and conducts inspections of subordinates, records, materials and equipment to ensure that Department policy and regulations are being followed; conducts inspections of assigned facility for safety, security, physical integrity, health and safety, and provision of contracted services (e.g., food service, medical care, etc.); prepares or approves various reports, memos, proposals, instructions, investigations and other written correspondence, both intra- and interdepartmental; monitors use of a variety of equipment, devices, apparatus and services.
4. Directs and coordinates activities at major facility emergency scenes and critical incidents; determines the situation and probable impact; takes disciplinary action and/or makes recommendations as to what actions should be taken within policy guidelines; reviews inmate disciplinary recommendations and procedures; determines that discipline is properly administered to inmates.
5. Establishes and maintains lines of communication with other command personnel; coordinates flow of information between shifts/watches and other facilities or divisions/units of the Department; establishes and maintains communication with individuals from other criminal justice, legal, governmental or private agencies in order to exchange information and coordinate activities; participates in meetings, briefings and musters to receive and disseminate information and keep others informed of important activities or recent events that may impact operations; speaks with persons in person or by telephone to determine facts, make assessments and gather information; works with other supervisors and command staff in the design and implementation of special activities and joint operations.
6. Performs and supervises performance of related law enforcement duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Working Knowledge of: Appropriate laws, codes, etc (e.g. penal code sections 4000-4030, Title XV, Title XXIV, Accreditation Standards for Adult Detention Facilities, Fire and Life Safety in Local Juvenile and Adult Detention Facilities, etc.); functioning of the criminal justice system; City/County and Department administrative policies, procedures, rules, regulations, MOUs, etc.; supervisory and managerial methods, current law enforcement tactics, strategies and methodology; law enforcement investigative techniques and procedures; internal Sheriff's Department systems; appropriate grammar, phraseology and sentence structure.

Ability to: Analyze, isolate and identify problems and use a systematic, logical and creative approach to determine and recommend alternative courses of action; make and defend decisions in face of pressure or criticism; give directions, motivate and organize others to accomplish tasks and hold self and staff accountable; demonstrate initiative and take risks when necessary; be tactful and politically aware when dealing with the public, employees and other City/County departments; adapt to changing circumstances; command attention and respect and enforce laws, rules and regulations with firmness and impartiality; identify with the management team and support and promote management decisions; demonstrate a commitment to the job and the philosophy of the Department; maintain composure and effectiveness of performance under pressure or adverse conditions; communicate effectively orally and in writing; listen, and elicit information from others; develop short and long range plans and administer regulations, directives and policies; plan for potential situations and utilize resources effectively; follow-up on actions and directives to ensure that expectations are being met within acceptable time frames.

EXPERIENCE AND TRAINING GUIDELINES:

Experience: Two (2) years of experience in class 8310 Sheriff's Lieutenant or Three (3) years of experience in class 8308 Sheriff's Sergeant or a combination of three (3) years of experience in classes 8308 Sheriff's Sergeant/8310 Sheriff's Lieutenant in the Sheriff's Department.

Training: None

Licenses: Valid Driver's License.

Effective Date:

Renewed/Amended Date: 10/8/99

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this class.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

DOCUMENTS DEPT.

JUN 26 1998

SAN FRANCISCO
PUBLIC LIBRARY

8313 ADMINISTRATOR OF PRISONER SERVICES

Definition:

Under general direction, plans, organizes, coordinates and manages the activities and operations of the Prisoner Services Program in the Sheriff's Department, including delivery of educational, vocational and recreational programs; counseling treatment and legal services; religious services and community volunteer programs; staff training and teacher orientation; exercises administrative responsibility for analyzing and directing program needs through budget development and implementation; and performs other related duties as required.

Distinguishing Features:

This is a program administrator level in the civilian classification series. It reports to the Assistant Sheriff and is responsible for the management and supervision of Prisoner Services operations and activities through subordinate coordinators, counselors, teachers and other paraprofessional and support staff.

Supervision Exercised:

This position supervises a variety of professional, paraprofessional and support staff through subordinate coordinators.

Examples of Important and Essential Duties:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 9.3.2)

1. Develops, coordinates and supervises the implementation of inmate services and activities, including educational, vocational, recreational, counseling and other related programs.
2. Establishes program goals and objectives; develops and implements policies and procedures for departmental Prisoner Services programs; identifies resource needs; recommends staffing levels and operational changes.
3. Selects, trains, motivates and evaluates subordinate coordinators and line staff; directs the implementation of employee performance standards, including work commendations, correction of job performance deficiencies, disciplinary actions and termination procedures.

8313 ADMINISTRATOR OF PRISONER SERVICES

Examples of Important and Essential Duties: (Cont)

4. Reviews and directs the work plans of units; meets with staff to identify and resolve problems and issues; assigns duties and projects to subordinate staff; monitors work progress; reviews and evaluates work methods and procedures; conducts performance appraisals on subordinate coordinators and teachers.
5. Identifies opportunities for improving service delivery; reviews existing methods and procedures with staff, develops and implements service improvements; conducts time and cost studies of operations; recommends changes to promote efficient performance and standards.
6. Participates in the development and administration of program budget; projects funding needs for staffing, office supplies, materials and equipment; directs and approves expenditures; identifies and recommends budget adjustments; directs the preparation of contract agreements for services; awards contracts and oversees the evaluation and enforcement of contract terms; recommends contract renewals and cancellations.
7. Oversees and prepares proposals for program funding; examines federal, state and local programs to identify funding sources and requirements; manages the Inmate Welfare Fund and authorizes transactions.
8. Monitors and oversees all grants; evaluates operational activities to ensure compliance with applicable policies, procedures and regulations; reviews difficult problems and issues to seek resolutions, opinions and to render decisions.
9. Communicates with members of the Sheriff's Management Team, judges, probation officers, attorneys, inmates and families regarding facility procedures, eligibility for programs and status of inmates.
10. Represents the department before committees, commissions, Board of Supervisors or other officials; prepares and submits written program status reports to department administrators, funding sources, agencies or necessary oversight and legislative bodies.

8313 ADMINISTRATOR OF PRISONER SERVICES

Job-related and Essential Qualifications:

Knowledge of: Laws, statutes, policies and procedures governing detention and rehabilitation in a correctional facility; principles and practices of social and correctional case management; jail operations and administration; educational codes pertaining to adult education, jail education and correctional education; personnel management and labor relations; principles of budget preparation and control; methods and techniques of organizational development and management.

Ability to: Manage a complex prisoner service program; formulate and implement management systems and organizational programs; exercise judgement and discretion in applying laws, regulations, codes and administrative provisions; communicate with tact, skill and diplomacy when engaged in difficult and sensitive problem solving with officials, governing or legislative bodies, inmates, families and representatives; communicate effectively in writing and orally in a clear, logical and concise manner.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Experience: Three years of experience managing and supervising programs which provide vocational, educational and counseling services in a large detention and correctional facility.

Education: Possession of a bachelors degree from an accredited college or university with major course work in areas of public or business administration, justice administration, law, criminology, sociology or closely related field.

License or Certificates: Possess a valid California driver's license

Special Requirements: Essential duties require the following physical skills and work environment: Ability to work in a standard office environment; must be on call in case of emergency and work in closely confined, noisy crowded areas for sustained periods of time.

ADOPTED: 6/12/98

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHIEF DEPUTY SHERIFF

CODE: 8314

CHARACTERISTICS OF THE CLASS:

Under administrative direction, has charge of and directs the operation of a county jail facility or the activities of the civil division; directs the security operations of the criminal and juvenile courts and the processing of criminal records; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class are assigned responsibility for high level policy coordination, interpretation and carrying out according to general instructions and in conformity with pertinent laws. Assignments are in: a county jail facility, the civil division, or the security unit of juvenile and criminal courts. Incumbents have continuous contact with officers of the courts, prisoners and their representatives, members of community groups and the general public having business with the department. Positions are distinguished from lower levels in this series by the assignment of over-all management responsibility for a specific function of the Sheriff's Department and from the next higher class, Undersheriff, in that the latter has responsibility for the administration of the department as a whole.

EXAMPLES OF DUTIES:

GENERAL

1. Plans, assigns and directs the work of all uniformed and civilian personnel assigned to the county jail facility, the civil division or security functions relating to the operation of the criminal, juvenile and civil courts.

2. Prepares a variety of reports budget estimates and personnel requests; interpret departmental rules and regulations for subordinates; is responsible for the maintenance of files and documents; reviews personnel matters and activity reports and takes appropriate action.

CIVIL DIVISION

1. Supervises uniformed and civilian personnel in the performance of duties connect with the civil processes of the Sheriff's department and the Municipal and Superior court

2. Is responsible for the custody of various types of property or monies on deposit with the Sheriff; directs the disbursement of such property of monies; formulates procedures for carrying out the work of the division including the organization of the work force, assignment of personnel and maintenance of records; supervises the assignment of personnel and maintenance of records; supervises the service of legal processes; makes decisions on, and explains complex or special assignments to subordinates.

3. Confers with and informs officers of the court and members of the public regarding legal procedures and civil actions in which the Sheriff's office is involved; estimates amount of bond required for release of attached property.

4. Assigns and supervises Deputies to bailiff duty in the Civil courts.

EXAMPLES OF DUTIES: (Cont.)

COUNTY JAIL, CRIMINAL, AND JUVENILE COURTS

1. Establishes procedures and directs activities to insure the proper care, treatment and discipline of jail inmates; develops inspection procedures for facilities to assure adequate security and sanitation standards; assures the legal rights of inmates, such as visitation by attorneys, securing witnesses and services of subpoenas; counsels prisoners regarding various personal problems arising from incarceration; assists social welfare agencies, psychiatrists and other groups in rehabilitation of prisoners; arranges for religious organizations to conduct services within the jail and for special visits by clergymen.
2. Assigns and supervises deputies to bailiff duty in criminal and juvenile courts and establishes security measures for the custody and transportation of prisoners; reviews and inspects court orders, court holdings, commitments, commissary reports and other reports submitted by subordinates; directs the preparation and retention of criminal records; assigns personnel to intra and interstate transportation of prisoners and completes arrangements for the proper extradition of prisoners.
3. Attends meetings of the parole board and reports on behavior of parole applicants; audits various fiscal accounts, including inmates' personal funds and bills submitted to government agencies housing prisoners in the jail.
4. Directs the care and maintenance of buildings and grounds and equipment; may supervise farming, gardening and livestock raising activities; directs the business and financial affairs of the institution, including requisitioning and issuance of supplies and equipment, and utilization of prison farm products.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school and progressively responsible experience in the detention, legal and court security functions of the Sheriff's Department, and permanency as a Sheriff's Lieutenant or higher; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of statutes, ordinances, codes and regulations pertaining to the civil and criminal functions of the Sheriff's Department, and principles of management and administration.

Requires considerable ability to plan, organize, coordinate and direct the operations of a detention or civil division of the Sheriff's Department; to exercise sound judgement in evaluating situations and making decisions; to establish and maintain effective working relationships with the courts, other law enforcement agencies, and the public; and to prepare clear, concise and accurate reports.

Requires considerable skill in the application of modern methods and procedures applicable to the administration of a civil or detention division of the Department.

PROMOTIVE LINES:

0: No normal lines of promotion

PROM: 8312 Sheriff's Captain
8310 Sheriff's Lieutenant

REMOVED: 4-17-78

Abolishes class 8126 Chief Deputy Sheriff (Civil)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT SHERIFF

CODE: 8315

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for and supervises the functions of the Management and Personnel, Planning and Research, Background Investigations, Internal Affairs, Affirmative Action and Training Sections of the Sheriff's Department; provides guidance and direction in developing department-wide business and personnel management policies and administrative practices; advises and/or recommends to the Sheriff on major personnel and business management problems; performs specified duties of the Undersheriff and/or the Sheriff during their absences; and performs related duties as required.

DISTINGUISHING FEATURES

The position of Assistant Sheriff is assigned the primary responsibility for the administration and business management services of the department. The incumbent is delegated authority to make decisions in the most difficult administrative management policy matters. The position differs from the next higher class of Undersheriff by the latter being primarily responsible for the command and operational direction of all departmental services, and differs from the next lower class of Chief Deputy Sheriff by the latter being responsible for planning, organizing and directing the operational functions of an assigned division of the department.

EXAMPLES OF DUTIES

- 1) Plans, organizes, supervises and directs the work of the Management and Personnel, Planning and Research, Background Investigations, Internal Affairs, Affirmative Action and Training Sections of the Sheriff's Department; directs the functions of Occupational Health and Safety Services and accomplishment of other personnel management and administration projects.
- 2) Establishes departmental rules and policies pertaining to departmental personnel management and administration; directs the administration of basic training of sworn personnel in accordance with mandated requirements of California State Codes and other regulatory guidelines; reviews all personnel transactions, including background and internal affairs investigations of new and assigned sworn and non-sworn personnel; is responsible for an directs departmental affirmative action plans, coordinates their periodic review and submission of required reports; evaluates and directs efforts to achieve goals in compliance with plans; supervises assigned personnel in recruitment programs, investigation of discrimination complaints and related duties; effects and coordinates complaint resolutions as required; recommends to the Sheriff or decides on personnel actions and other administrative matters; attends, coordinates and represents the department on administrative, personnel and legal matters with City Attorney and other agencies; institutes special projects or programs affecting the development of the department's management and administration.
- 3) Directs the formulation of the annual departmental budget; is responsible for the administration of the departmental budget and maintenance of budgetary and fiscal measures and analysis; provides technical guidance and advice to all supported elements to insure budgetary requirements fall within the departmental funding procedures, policies and assigned responsibility; evaluates law enforcement support mission requirements and identifies significant areas that warrant budgetary or management actions.

4) Assumes departmental command in the absence of the Sheriff and Undersheriff.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree; with major course work in business; public or personnel administration, economics, accounting or political science.

Requires six years of progressively responsible experience in governmental administration and management work, including budgetary, fiscal, personnel, planning and affirmative action responsibilities; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of modern governmental management and administrative techniques; including budgetary and fiscal methods and controls, personnel management; planning, affirmative action laws and programs, relevant to State codes and modern office procedures.

Requires ability to plan and administer departmental-wide business and personnel policies and administration practices; effectively apply former training and experience to general and specific problems in the Sheriff's Department.

Position exempt from examination under the provisions of Charter Section 3.404.

ADOPTED: 6-18-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT COUNSELOR

CODE: 8316

CHARACTERISTICS OF THE CLASS:

Under supervision, is responsible for the care and custody of delinquent children in a Juvenile Court facility during the evening and early morning hours; and performs related duties as required.

Requires responsibility for: Carrying out existing methods and procedures relating to the care and custody of children in custody during the sleeping hours; maintaining log book and other operational records of a juvenile court cottage or dormitory unit.

DISTINGUISHING FEATURES:

Positions in this classification are designed to provide those staff services at the Juvenile Hall not requiring the assignment of a full journeyman counselor. Specific assignments include:

1. Supervising detainees during the night and early morning hours.
2. Assisting counselors in caring for infants, young children or teenagers; part-time positions.
3. Assisting in carrying out and monitoring recreational programs and related activities.

After experience is gained in this position, following graduation from college, individuals are expected to progress to the Counselor level.

EXAMPLES OF DUTIES:

1. Maintains order, quiet and security in the cottage or dormitory unit; makes periodic checks of rooms or dormitories; investigates unusual sounds or other signs of disorder; as required, supervises detainees who are going to the toilet.
2. Reports disciplinary problems or emergencies to the shift supervisor; comforts or reprimands detainees as necessary.
3. May admit and release detainees into and from the unit; may issue blankets, clothing and other supplies; dispenses minor medications as ordered by physicians.
4. Transports dependent children to and from reception homes, foster homes, other child care agencies and the Juvenile Hall.
5. When assigned, assists in attending to the daily needs of infants and small children; bathes and dresses children; serves or assists in the serving of food; performs housekeeping duties, including making beds, cleaning rooms and maintaining a sanitary environment; conducts play activities for children; remains continually alert for symptoms of illness.
6. When assigned, assists in the carrying out of a recreation program; supervises detainees during recreational periods; assists in maintaining order and discipline in the assigned group or unit; performs liaison functions with various volunteer auxiliary activities; encourages youths to participate in programs, events and activities; assists counseling staff in the performance of various related duties.
7. Keeps routine log of activity during the shift.

CLASS TITLE: ASSISTANT COUNSELOR (continued)

CODE: 8316

MINIMUM QUALIFICATIONS:

Training and Experience: Requires registration as a junior student in an accredited college or university, with a major in a behavioral or social science; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of: The behavior patterns of children; the techniques and procedures of administering first aid.

Requires ability to: Supervise detainees in a Juvenile Court facility; acquire and maintain the respect of juveniles; carry out oral and written instructions; exercise good judgement in controlling behavioral disturbances or in emergency situations; remain alert during prolonged periods of inactivity.

Requires possession of a valid California Driver's license.

PROMOTIVE LINES:

TO : 8320 Counselor, Juvenile Hall

FROM: Original Entrance Examination

AMENDED: 4/5/76

(ABOLISHES 8317 COTTAGE PARENT)

(RETITLED)

CLASS TITLE: COTTAGE PARENT

CODE: 8317

CHARACTERISTICS OF THE CLASS:

Under supervision, provides care for infants and younger children in a living unit at Juvenile Hall; supervises daily living routine and insures the welfare of children; and performs related duties as required.

Requires responsibility for: Carrying out existing policies and methods relating to the care and custody of dependent children; making contacts with probation personnel; maintains log book and other operational records of Juvenile Hall.

EXAMPLES OF DUTIES:

1. Attends to all daily needs of infants and small children; bathes and dresses children; makes beds, cleans the living unit, provides clean linen, washes dishes and utensils and performs necessary housekeeping duties; serves or assists in the serving of food.
2. Organizes and conducts play activities of children; maintains vigilance regarding children's health and safety; administers first aid when necessary; reports all cases of illness and administers medicine to children as instructed by nurses and physicians; keeps records of medications.
3. Observes behavior of wards; advises supervisor of problem cases and follows special procedures in this regard when so instructed.
4. Reads unit log book and notes occurrences on previous shift; makes pertinent entries therein concerning incidents occurring during shift.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires two years of experience in the care of young children.

Knowledge, Abilities and Skills: Requires a knowledge of housekeeping procedures, especially as they relate to the care, feeding and custody of infants and young children; the principles of first aid and hygiene.

Requires ability to: Relate warmly to infants and young children; provides emotional support by attending to the needs of children with loving care; carry out fairly complex oral or written instructions; establish and maintain effective relationships with children.

ADOPTED: 4/26/71

AMENDED: 8/16/71

(NEW CLASS)

CLASS TITLE: COUNSELOR II

CODE: 8318

CHARACTERISTICS OF THE CLASS:

Under direction, in a leadman capacity, supervises subordinate personnel engaged in the counseling and control of wards at the Juvenile Hall; counsels, disciplines and is responsible for the care and custody of dependent or delinquent children in residence; assists in orienting and training subordinate personnel; supervises various activities and operations in the Juvenile Hall facility; and performs related duties as required.

Requires responsibility for: coordinating, interpreting, carrying out and enforcing existing procedures, policies and methods relating to the care of children in custody; making and/or assisting counselors in making contacts with parents, probation personnel and other persons for the purpose of furnishing or obtaining information on children in custody; reviewing and maintaining departmental records and individual case reports.

DISTINGUISHING FEATURES:

Employees in this class are assigned to a post position and have a leadman responsibility in a cottage operation. They are expected to perform all of the duties of the next lower class and also to provide continuity of supervision and coordination in the operation of the facility to which assigned. Positions in this class are distinguished from the next higher level in that the higher level carries full line supervisory responsibility.

EXAMPLES OF DUTIES:

1. Acts as a leadman in the day-to-day operations of an assigned Juvenile Hall cottage unit or other facility; provides continuity of operating policies and procedures from shift to shift; acts in a liaison capacity in relating instructions from superiors to subordinates; interprets departmental policies with regard to specific work situations; summarizes, explains and interprets subordinate staff difficulties to superiors; provides suggestions for agenda topics for staff meetings; directs the serving of food and the conducting of daily recreation and housekeeping activities; mans the central control station and has shift responsibility for the use of the telephone, public address system and the alarm procedure.

2. Assists in orienting new counselors to the duties and responsibilities of their position; provides on the spot training of subordinate personnel; checks to ensure that established operating procedures are carried out effectively and efficiently; makes and assists counselors in making contacts with parents, probation officers and others for the purpose of obtaining information; expedites intra-cottage decisions regarding the discipline and control of wards.

3. Performs all duties of a counselor, including receiving newly admitted dependent and delinquent children; coordinates counseling and orientation sessions for new detainees; provides group and individual counseling; consults with supervisors regarding behavioral problems; collaborates with department personnel, school teachers, medical and psychological clinics and state parole officers in reference to the personal conduct and welfare of children in custody; submits verbal behavior progress reports as requested; advises parents of their children's conduct and welfare; administers first aid and locates medical personnel when necessary.

EXAMPLES OF DUTIES - Continued

4. Establishes procedures regarding security matters including the search for contraband; ensures that all materials and supplies that may be used as a weapon such as silverware are accounted for; supervises security procedures such as lining up after meals and other activities; supervising the movement and transportation of wards; personally handles hostile detainees; directs shakedowns of individuals in cottage units; inspects and maintains the clearliness and repair of living units; orders supplies needed for unit operations and supervises the econcmic use thereof.

5. Prepares and/or supervises the preparation and maintenance of departmental records and individual case reports; prepares or reviews log entries, discipline reports, incident forms and interoffice memos.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree with major course work in a social science field.

Requires at least 1½ years of progressively responsible experience in counseling, disciplining and caring for delinquent or dependent children, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of the growth, development needs and problems of delinquent and non-delinquent children; individual and group counseling techniques as applied to young children and adolescents; the laws and codes governing the care and custody of juveniles confined to a county detention facility; the policies and procedures of the department regarding the operation of living facilities.

Requires ability to: Assist in the training and supervision of subordinate employees; supervise the operations of a detention living unit as well as use sound judgment in a variety of routine and special situations; act calmly when emergencies arise; sense, evaluate and handle tense group situations as they develop; accept responsibility for on the spot decisions when appropriate; prepare accurate and concise reports.

Requires skill in the application of counseling principles and practices in the care, custody and treatment of delinquent and dependent children.

PROMOTIVE LINES:

To : 8322 Senior Counselor, Juvenile Hall

From : 8320 Counselor, Juvenile Hall

ADOPTED: 4/26/71

CLASS TITLE: NIGHT GROUP SUPERVISOR

CHARACTERISTICS OF THE CLASS:

Under supervision, is responsible for the care and custody of delinquent children in a juvenile court facility during the evening and early morning hours; and performs related duties as required.

Requires responsibility for: carrying out existing methods and procedures relating to the care and custody of children in custody during the sleeping hours; maintaining log book and other operational records of a juvenile court cottage or dormitory unit.

EXAMPLES OF DUTIES:

1. Maintains order, quiet and security in the cottage or dormitory unit.
2. Makes periodic checks of rooms or dormitories; investigates unusual sounds or other signs of disorder.
3. Reports disciplinary problems or emergencies to the shift supervisor.
4. As required, supervises detainees who are going to the toilet.
5. May admit and release detainees into and from the unit; may issue blankets, clothing and other supplies.
6. Keeps a routine log of activity during the shift.
7. Comforts or reprimands detainees as necessary.
8. Dispenses minor medications as ordered by physicians.
9. Aids in the receiving and releasing routines in the receiving unit.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires registration as a student in an accredited college or university, with a major in a behavioral or social science; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of: the behavior patterns of children; the techniques and procedures of administering first aid.

Requires ability to: supervise detainees in a Juvenile Court facility; acquire and maintain the respect of juveniles; carry out oral and written instructions; exercise good judgment in controlling behavioral disturbances or in emergency situations; remain alert during prolonged periods of inactivity.

PROMOTIVE LINES:

To : No normal lines of promotion

From: Original entrance examination

ADOPTED: April 20, 1967

MAY 29 2001

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCESSAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: COUNSELOR, JUVENILE HALL

JOB CODE: 8320

Business Unit: COMMN

DEFINITION: Under general supervision, the Counselor, Juvenile Hall, is responsible for the care, custody, safety and welfare of juveniles detained at Juvenile Hall. The Counselor observes behavior and conduct of residents in an assigned living unit; prepares and maintains records and reports such as incident reports, behavior reports, and individual case reports, etc.; conducts on-going individual and group counseling sessions with juveniles; plans, directs and supervises leisure-time activities; supervises residents enroute to, from, and at various locations; assists in the admittance and release process; confers with departmental personnel and representatives of outside agencies; and performs related duties as required.

DISTINGUISHING FEATURES: The Counselor, Juvenile Hall is distinguished from Assistant Counselor by an increased level of responsibility. It is distinguished from the Counselor II in that the latter is in charge of a living unit within Juvenile Hall and performs at a higher level of responsibility.

SUPERVISION EXERCISED: May be assigned to lead worker duties over Assistant Counselors and other Counselors.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to the Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Observes conduct and behavior of detainees in an assigned living unit by directing, overseeing and instructing detainees in the upkeep of personal hygiene, during mealtimes, and while cleaning the unit; by maintaining appropriate close supervision over detainees to prevent escapes, self-injuries, accidents, fights and other negative incidents; by providing appropriate discipline such as admonishment, time-out, room restriction, continued room restriction, and court action, as necessary; by consulting with supervisors regarding disciplinary problems; by making regular 15 minute security checks of room; and by monitoring visiting sessions in order to ensure the safety and security of detainees and counselors.
2. Maintains the security and safety of the unit and the facility at all times by inspecting windows, keeping doors locked when not in use, and keeping count of all detainees assigned to the unit; by administering emergency first aid pending the arrival of medical staff; and by responding to emergency conditions which may require physically subduing and restraining hostile detainees in order to ensure the safety and security of detainees and counselors.
3. Prepares and maintains records and reports on detainees' attitudes, behavior, appearance, interests, progress, and needs by completing incident reports, behavior reports, individual case reports, and other departmental forms and reports as required; and by maintaining the unit log book in order to ensure adherence to legal requirements and maintain an accurate record of events.
4. Conducts on-going individual and group counseling sessions with detainees by communicating rules, policies, expectations, and consequences; by listening and responding appropriately to questions, concerns, complaints, and requests; and by providing appropriate assistance in working out problems in order to assist detainees to gain insight into him/herself, relationships to family, peers and adults; to adjust to institutional living; and to help modify anti-social behavior.
5. Plans, directs and supervises leisure time activities by organizing, instructing, coaching, and overseeing residents in various games, athletics, and crafts in order to provide for the residents' recreational needs as well as teach and encourage good sportsmanship.
6. Supervises and/or transports residents en route to, from, and at various locations, including school classrooms, Juvenile Hall medical clinic, hospitals, gymnasiums, community houses, recreational

areas, religious services and other locations as necessary by overseeing, directing and controlling their movement in order to ensure the safety and security of the residents. These activities may require transporting residents by car or van.

7. Assists in the admittance and release process of residents by instructing resident to shower and shampoo, searching for contraband articles, checking body for marks and bruises, registering and storing belongings, issuing bedding and clothing, making room assignments, and giving an orientation regarding Juvenile Hall rules and regulations. In the release process assists by having resident return institutional clothing, returning resident's personal property, and filling out release information in order to ensure that residents are properly processed into and out of Juvenile Hall.
8. Confers with departmental personnel and representatives of outside agencies, which includes but is not limited to, probation officers, teachers, forensic services, foster homes, tutors, voluntary auxiliary services, community organizations, police, etc., on an on-going basis by communicating by telephone or in person in order to maintain the safety and welfare of residents.
9. Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: crisis intervention, interviewing, and individual and group counseling principles and techniques.

Ability to: organize and supervise group activities, handle stressful situations, enforce rules, accurately observe behavior, and apply appropriate "use of force" in self-defense or restraint procedure; to remain alert to potential problems, and handle emergency situations; establish and maintain effective relationships with other, including parents, wards, co-workers, outside agencies, police, probation officers, forensic services, auxiliary services, teachers, etc.; to communicate clearly, concisely, and effectively in individual or group situations.

EXPERIENCE AND TRAINING GUIDELINES:**Training:**

Requires possession of a baccalaureate degree from an accredited college or university, with major course work preferably in Psychology, Sociology, Criminal Justice, Social Work or related fields.

Substitution:

Verifiable experience as a counselor in a juvenile detention facility or experience involving the organization, detention, or supervision of youth groups in a recreational or correctional program may be substituted for up to two (2) years of the education requirement on a year-for-year basis.

License/Certificate:

Possession of a valid driver license at the time of appointment. (California driver license must be maintained current during employment).

Possession of a valid CPR certificate prior to appointment.

EFFECTIVE DATE: 3/26/64

AMENDED: 5/11/01

Reason for Amendment:

To accurately reflect the current tasks and the knowledge, abilities and skills defined in the most recent job analysis conducted for this job code.

MAY 29 2001

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCESSAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: COUNSELOR, LOG CABIN RANCH

JOB CODE: 8321
Business Unit: COMM

DEFINITION: Under general supervision, the Counselor, Log Cabin Ranch, is responsible for the care, custody, safety and welfare of court ordered residents and performs duties as required. The essential functions include: performing individual and group counseling to an assigned caseload of residents; supervising and instructing crews of residents in a variety of planned work and vocational programs; preparing and maintaining records and reports; supervising and counseling residents in the proper standards of personal conduct; transporting residents as necessary for medical appointments, court appearances and recreational programs; maintaining the safety and security of the facility at all times; responding to emergencies and crises; transporting hostile residents from the Log Cabin Ranch to Juvenile Hall and performing related duties as required for admittance and release process; and conferring with departmental personnel and representatives of outside agencies.

DISTINGUISHING FEATURES: The Counselor, Log Cabin Ranch is distinguished from 8323 Senior Counselor – Log Cabin Ranch in that the latter performs supervisory responsibilities and has an increased level of responsibility.

SUPERVISION EXERCISED: None

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to the Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Performs individual and group counseling to an assigned case load of residents; communicates rules, policies, expectations, and consequences; listens and responds appropriately to questions, concerns, complaints, and requests; provides appropriate assistance in working out problems.
2. Supervises and instructs crews of residents in a variety of planned work and vocational programs such as building and grounds maintenance and food service.
3. Prepares and maintains records and reports, including written evaluations on the progress and performance of assigned residents, individual case records, incident reports, night reports, and other departmental forms and reports as required.
4. Organizes and directs recreational and leisure programs such as baseball, basketball, and volleyball; field trips and group outings to places and events which include camping, fishing, amusement parks, professional baseball/basketball games and musical performances; and various arts and crafts.
5. Supervises and counsels residents in the proper standards of personal conduct, cleanliness, and etiquette.
6. Transports residents as necessary for medical appointments court appearances, and recreational programs.
7. Maintains the security and safety of the facility at all times; maintains appropriate close supervision over residents to prevent escapes, self injuries, accidents, fights, other negative incidents; and imposes discipline when necessary.

8. Responds to emergencies and crises; takes appropriate actions in emergency and crisis situations such as injuries, suicide attempts, fires, escapes, rioting, physical fights between wards or attacks upon staff, or other serious threats; uses appropriate first aid, self-defense, or restraint procedures.
9. Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: crisis intervention, interviewing, and individual and group counseling principles and techniques.

Ability to: organize and supervise group activities, handle stressful situations, enforce rules, accurately observe behavior, and apply appropriate "use of force" in self-defense or restraint procedure; remain alert to potential problems, and handle emergency situations; establish and maintain effective relationships with other, including parents, wards, co-workers, outside agencies, police, probation officers, forensic services, auxiliary services, teachers, etc.; to communicate clearly, concisely, and effectively in individual or group situations.

EXPERIENCE AND TRAINING GUIDELINES:

Training:

Requires possession of a baccalaureate degree from an accredited college or university, with major course work preferably in Psychology, Sociology, Criminal Justice, Social Work or related fields.

Substitution:

Verifiable experience as a counselor in a juvenile detention facility or experience involving the organization, detention, or supervision of youth groups in a recreational or correctional program may be substituted for up to two (2) years of the education requirement on a year-for-year basis.

License/Certificate:

Possession of a valid driver license at the time of appointment. (California driver license must be maintained current during employment).

Possession of a valid CPR certificate prior to appointment.

EFFECTIVE DATE: 3/26/64

AMENDED: 5/11/01

Reason for Amendment:

To accurately reflect the current tasks and the knowledge, abilities and skills defined in the most recent job analysis conducted for this job code.

CLASS TITLE: SENIOR COUNSELOR (BOYS RANCH SCHOOL)
(JUVENILE HALL)

CODE: 8322

CHARACTERISTICS OF THE CLASS:

Under direction, assists in the coordination of activities and general supervision of a juvenile court facility; assists in the assignment and training of new personnel; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing policies and methods relating to the care of children in custody; continuing contacts with parents, probation personnel, and other persons for the purpose of furnishing or obtaining information on children in custody; reviewing and maintaining departmental records and individual case reports.

EXAMPLES OF DUTIES:

1. Assists in the overall supervision of juvenile court detention living units; conducts periodic inspections to evaluate the sanitation and safety of quarters and grounds; reviews log entries and maintenance of records; observes the serving of meals and distribution of clothing; controls and coordinates the movement of groups within the premises; patrols halls, cottages and other areas to evaluate security of facilities and treatment of children; confers with counselors on special behavioral problems and various disciplining methods; counsels emotionally disturbed or overly aggressive youths and confers with other departmental personnel on difficult cases; responds to emergencies and obtains medical services when needed.

2. Assists in the booking and releasing of children and reviews case records and official papers for proper entries; assists in the initial training of new personnel and advanced training of experienced counselors; evaluates the performance of provisional employees and temporary college students as assistants.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in the social sciences field.

Requires at least two years of progressively responsible experience in counseling, disciplining and care of delinquent or dependent children; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: group and individual counseling techniques as applied to young children and adolescents; the laws and codes governing the care and custody of juveniles confined to detention facilities; the policies and procedures of the juvenile court with specific application to living facilities.

CLASS TITLE: SENIOR COUNSELOR (BOYS RANCH SCHOOL)
(JUVENILE HALL)

CODE 8322

(Continued)

Requires ability to: exercise firm but appropriate discipline over juveniles and aid in their rehabilitation; train and supervise subordinate employees; direct and supervise the operations of detention living units; prepare accurate and concise reports.

Requires skill in the application of professional principles and practices utilized in the care, custody and rehabilitation of delinquent and dependent children.

PROMOTIVE LINES:

TO: Supervising Counselor

From: Counselor

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR COUNSELOR, BOYS' RANCH SCHOOL

CODE: 8323

CHARACTERISTICS OF THE CLASS:

Under general direction, assists in the supervision, operation and maintenance of one segment of a long-term rehabilitation facility; on an assigned shift, supervises recreational, training and treatment programs; supervises subordinates in maintaining the custody and safety of wards on a night shift; may conduct staff meetings to evaluate progress of wards; and performs related duties as required.

Requires responsibility for: assisting in developing, carrying out and enforcing policies, methods, rules and regulations governing the operation of a boys' ranch school; making contacts with counseling and probation staff, psychologists, parents and others regarding the care, security and rehabilitation of delinquent boys; maintaining liaison with the other ranch school staff; preparing operational, progress and related records and reports; training, supervising and evaluating staffs.

EXAMPLES OF DUTIES:

1. On an assigned shift, supervises counselors in the planning and carrying out of rehabilitation and recreational programs; may conduct meetings and evaluates the progress of wards with respect to their rehabilitation and social adjustments; makes recommendations relative to the graduation of wards from the ranch; makes decisions on disciplinary problems referred by either the teaching or counseling staff.
2. Supervises a juvenile court rehabilitation facility on a night shift: enforces departmental rules and procedures relating to the custody and rehabilitation of wards; advises on disciplinary problems referred by subordinate staff; supervises the receipt and censoring of incoming and outgoing mail; receives, safeguards and distributes ward's money, valuables and personal property.
3. Trains and evaluates new staff in the techniques and methods of individual and group counseling, recreation, athletics and supervision of large groups; maintains liaison with the other ranch school staff on a daily basis; notifies appropriate personnel and community agencies following runaways of vandalism in the community.
4. May personally participate in counseling, disciplining and supervising of difficult cases; submits reports regarding the progress of wards; confers with parents, probation officers, school department personnel and others in connection with the over-all rehabilitation problems and the educational programs for the boys; assists in developing and conducting recreational and other special activities and programs.
5. Inspects on a regular schedule buildings and grounds of the ranch; reports on damages, deterioration or malfunction of equipment.
6. Plans and supervises daily ranch routines involving clean-up, laundry, bedding and general sanitation; evaluates reports of illness and injury and arranges for appropriate treatment.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, with major course work in social sciences.

Training and Experience (contd)

Requires at least four years of experience in the custody, counseling and disciplining of delinquent and dependent children, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: the principles and techniques of counseling and disciplining adolescent children; the organization, policies and procedures of the Juvenile Court with specific application to the care and custody of delinquent children.

Requires considerable ability to: assign, train, supervise and review the work of subordinate employees; establish and maintain effective working relationships with the various groups involved in juvenile court proceedings; exercises firm but appropriate discipline over adolescents in order to acquire their respect and confidence.

Requires considerable skill in the application of professional principles and practices utilized in the care and custody of delinquent children.

PROMOTIVE LINES:

To: Assistant Director, Boys' Ranch School - 8326
Night Superintendent, Juvenile Hall - 8340
From: Counselor, Boys' Ranch School - 8321

ADOPTED: April 20, 1967

CLASS TITLE: SUPERVISING COUNSELOR (JUVENILE HALL)

CODE: 8324

CHARACTERISTICS OF THE CLASS:

Under general direction, is responsible for the supervision, operation and maintenance of a division of juvenile hall; and performs related duties as required.

Requires responsibility for: Assisting in the origination and development of policies and methods for the operation of juvenile facilities; making responsible contacts with probation representatives, psychologists and others for the purpose of exchanging information regarding assigned children in custody; preparing and reviewing important case histories and related records and reports.

EXAMPLES OF DUTIES:

1. Assigns, directs and inspects the work of juvenile hall personnel within a cottage division; conducts training for new personnel and evaluates their performance; conducts monthly staff meetings; assists subordinates in evaluating and disciplining difficult behavior problems.

2. Attends departmental conferences with probation officers, social workers and psychologists; plans education, work and recreational programs; oversees the admission and release procedures in the division; prepares or verifies the maintenance of institution records, statistics and departmental forms and reports.

3. Performs regular inspection of the division's area and checks for proper maintenance and upkeep of living units.

4. Requisitions building repair services as needed; maintains an inventory of clothing, bedding, cleaning agents and other supplies and equipment; prepares requisitions and budgetary estimates for and supervises the receipt and distribution of materials; inspects food served to children and offers suggestions and recommendations on its preparation; confers with medical staff regarding unusual health problems.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in the social science field.

Requires at least four years of experience in the custody, counseling and disciplining of delinquent and dependent children, including one year of supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: The principles and techniques of counseling and disciplining adolescents; the organization, policies and procedures of the juvenile court with specific application to the care and custody of dependent and delinquent children.

Requires considerable ability to: Assign, train, supervise and review the work of subordinate employees; establish and maintain effective working relationship with the various groups involved in juvenile court proceedings; exercise firm but appropriate discipline over adolescents and acquire their respect and confidence.

Requires considerable skill in the application of professional principles and practices utilized in the care and custody of delinquent and dependent children.

PROMOTIVE LINES:

To : Director, Boys' Ranch School
Night Superintendent, Juvenile Hall

From: Senior Counselor
Counselor

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCESSAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: ASSISTANT DIRECTOR, LOG CABIN RANCH

JOB CODE: 8326
Business Unit: COMMN

DEFINITION: Under general direction, assists the Director in the management of the Log Cabin Ranch juvenile detention facility in the care, secure custody and rehabilitation of juvenile residents. This one position classification assists in developing, carrying out and enforcing policies, methods, rules and regulations governing the overall program and activities of the Ranch; making contacts with probation staff, psychologists, parents, and others regarding the care, security and rehabilitation of delinquent boys; preparing and reviewing operational progress, and related records and reports acts for the Director in his/her absence; and performs related duties as required. This position may require working nights, weekends and holidays.

DISTINGUISHING FEATURES: The Assistant Director, Log Cabin Ranch is distinguished from Director, Log Cabin Ranch in that the former assists the Director in all aspects of running the Log Cabin Ranch detention facility. It is distinguished from the Supervising Counselor – Log Cabin Ranch in that the Assistant Director, Log Cabin Ranch performs at a higher level of responsibility and directly supervises the supervising counselor positions at Log Cabin Ranch.

SUPERVISION EXERCISED: This classification directly supervises Supervising Counselor and Senior Counselor Log Cabin Ranch positions.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to the Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Plans and establishes goals and objectives based on the Mission Statement for the Juvenile Probation Department and Log Cabin Ranch by compiling data, writing reports and participating in meetings to develop goals and objectives; and organizing and retaining data in the Management Information System for continued long and short term planning and periodic evaluation of goals and objectives.
2. Prepares status reports on goals and objectives; monthly, quarterly, semi-annually with data obtained from population reports, staffing reports, safety and security reports, environmental reports, and Log Cabin Ranch inspection reports in order to develop, implement and maintain an accurate MIS.
3. Manages fiscal and material resources by contributing to the development of the annual budget, developing and submitting well justified materials and equipment requests; and accurate reporting of the budget status for Log Cabin Ranch in the monthly, quarterly, semi-annual, and annual reports and also for non-recurring maintenance and minor capital outlay requests in order to maintain fiscal responsibility.
4. Monitors organizational activities and evaluates results by preparing annual environmental reports on conditions of confinement and quality of life for residents and staff in the institution and making recommendations to improve or correct below standard conditions in order to insure that the institution meets the ACA and BOC standards.
5. Monitors food service, school, safety and security, facility cleanliness and volunteer activities by evaluating the weekly, monthly, quarterly, semi-annual and annual reports and developing and initiating corrective action for each area of responsibility.
6. Reviews and evaluates annual training plan and makes recommendations for training that will keep staff in compliance with ACA, BOC standards and developmental needs.
7. Conducts case management meetings for residents in a format that includes, resident, parents/guardian, probation officer, counselors, educational staff, and Special Programs for Youth, staff (e.g. social worker, nurse). The purpose of the meeting is to conduct an overall assessment of the resident's problems related to delinquency, identify strengths and weaknesses, and develop a treatment plan. In addition, the staffing meetings will assess major rule violations by resident, take appropriate action, and determine resident readiness for promotion/graduation and/or program termination.

8. Develops performance standards to measure staff's continual compliance with the ACA and BOC and other performance standards.
9. Conducts quarterly supervisory conferences and writing performance evaluations for the Supervising Counselors, Senior Counselors, and Support Staff in order to identify their strengths and weaknesses, and establish goals and objectives.
10. Participates in meeting with union representatives on grievances from employees and responds appropriately and in a timely manner so as to resolve grievances at the lowest level of administration; instructs supervisors and staff to adhere to the terms of the MOU in order to avoid grievances by staff.
11. Initiates disciplinary action with staff when deemed necessary, demonstrating an awareness for progressive discipline, including verbal and written warnings, written reprimands, suspensions and terminations, in accordance with department standards, Civil Service rules and MOUs.
12. Participates in the development of public relations programs to inform the public and interested community agencies concerning the needs of Log Cabin Ranch
13. Participates in selection procedures for permanent and provisional openings in accordance with departmental and Civil Service rules and procedures.
14. Monitors staff assignments, vacation, and other leave to insure that there is a sufficient level of supervisory and counseling staff available and working to maintain the safety of the residents and the security of the institution.
15. Monitors payroll sheets to ensure accurate reporting of employee's hours and ensure that the completed timecards are submitted to the payroll unit in a timely manner.
16. Monitors policy and procedure development assigned to senior supervisory staff by reviewing and advising on their progress to insure that the annual policy and procedure review are complete.
17. Manages and controls facilities to insure housing standards are well maintained; and to insure that responses to emergency situations satisfy ACA and BOC standards to include monitoring resident population to insure the facility is operating at its rated capacity. This also includes ensuring residents are properly sight supervised; providing activities in accordance with the daily schedule and BOC and ACA standards; insures sanitation and hygiene standards are met by providing a posted housekeeping plan, personal hygiene supplies, hot showers, clean clothing and bedding, according to legal standards.
18. Cooperates with Special Programs For Youth (SPY), a program with the Department of Public Health, responsible for the health and mental health needs of residents, by insuring that Log Cabin Ranch staff and personnel meet and communicate regularly with SPY staff.
19. Implements and monitors ACA standards for residential settings, which includes juvenile rights, rules and discipline, communications, mail, visiting and telephone privileges, release preparation and transfer programs and citizen and volunteer involvement.
20. Acts for the director in his/her absence in carrying out the internal operating policy, rules and regulations of the Log Cabin Ranch detention facility.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:**Knowledge of:**

Budget process and labor relations as applicable to the operation of a large youth detention facility.

Ability to:

Administer policies, procedures and overall mission of the Juvenile Probation Department; supervise staff; conduct internal investigations; plan, schedule, and coordinate tasks and events; analyze and choose appropriate course of action; and effectively communicate both orally and in writing.

JOB CODE TITLE: ASSISTANT DIRECTOR, LOG CABIN RANCH

JOB CODE: 8326
Business Unit: COMMN

EXPERIENCE AND TRAINING GUIDELINES:

Training:

Requires possession of a baccalaureate degree from an accredited college or university, with major course work preferably in the sociology, criminal justice, psychology, social work, public administration, business administration or related fields.

Experience:

Requires six years of verifiable experience providing care, security, counseling and discipline for juveniles in a residential correctional facility operated by a County, State or Federal agency. Two years of the above experience must include supervising counselors.

License:

Possession of a valid driver license at the time of appointment. (California driver license must be maintained current during employment).

EFFECTIVE DATE:

AMENDED: 4/2/01

Reason for Amendment:

To accurately reflect the appropriate title and the current tasks and the knowledge, abilities and skills defined in the most recent job analysis conducted for this job code.

DOCUMENTS DEPT

APR 18 2001

SAN FRANCISCO
PUBLIC LIBRARY

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR, LOG CABIN RANCH

CODE: 8330

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, the Director of Log Cabin Ranch manages and operates Log Cabin Ranch in the Juvenile Probation Department; provides direction and supervision to the staff; and is responsible for the care, security and treatment of juvenile law violators within the jurisdiction of the Juvenile Court.

DISTINGUISHING FEATURES:

The single position in this classification reports to the Chief Probation Officer, Juvenile Probation Department, and is defined by its independent responsibility for the management and administration of Log Cabin Ranch. This classification is distinguished from class 8416 Director, Probation Services, in that the latter class directs the department's field services division. It is distinguished from class 8344 Director, Juvenile Hall, in that the latter class manages and administers the operations of Juvenile Hall.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Acts as Chief Executive Officer of Log Cabin Ranch; develops and utilizes programs to best meet the needs of local youth; consults with San Francisco Unified School District officials to coordinate educational activities with rehabilitation and detention programs; oversees the operation of Log Cabin Ranch.

2. Assists in the development of policies and procedures governing the operation and administration of Log Cabin Ranch; gives direction to and consults with staff on a variety of activities; evaluates general performance of staff with emphasis on the quality of performance.

3. Directs the preparation of the annual budget for Log Cabin Ranch; reviews, evaluates and approves budget requests from staff; reviews budget performance reports; coordinates the purchasing of food, clothing, supplies and equipment with the Manager, Finance and Administration, Juvenile Probation.

4. Explains divisional policy to the public and private or governmental agencies; releases information on juveniles and programs to the news media in accordance with established policy and procedure; develops a divisional public relations program.

5. Ensures that operations conform with local, state and federal governmental regulations.

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills:

Considerable knowledge of: administrative principles and procedures as applied to the operation and management of youth detention and rehabilitation facilities; and applicable laws, codes, statutes and policies.

DESIRABLE QUALIFICATIONS: (Cont.)

Ability to: plan, organize and direct the operation of a juvenile facility; analyze complex situations accurately and adopt an effective course of action; provide direction to supervisory staff charged with the responsibility of implementing plans of action; speak and write effectively; represent the department before boards, commissions, governmental agencies and community groups; exercise unusual skill in the administration of a facility.

NOTE: This class is exempt from Civil Service examination under Section 3.699-2 of the Charter.

ADOPTED: 1-12-61

AMENDED: 7/5/77; 1/7/83

RETITLED AND AMENDED: 2-4-91

#4209c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MANAGER, FINANCE AND ADMINISTRATION,
JUVENILE PROBATION

CODE: 8336

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, the Manager for Finance and Administration, Juvenile Probation organizes and directs the financial, administrative and business service functions of the Juvenile Probation Department in areas such as personnel, financial planning and control, administrative support and physical plant and grounds maintenance.

DISTINGUISHING FEATURES:

The single position in this classification reports to the Chief Probation Officer, Juvenile Probation Department, and is defined by its independent responsibility for the management and delivery of administrative and budgetary services for the Juvenile Probation Department. This classification is distinguished from class 8344 Director, Juvenile Hall, in that the position in the latter class is responsible for the management and operation of Juvenile Hall. It is distinguished from class 8330 Director, Log Cabin Ranch, in that the latter position manages and administers Log Cabin Ranch.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Acts as budget officer for the Juvenile Probation Department; coordinates the preparation of the department's annual budget; exercises control over expenditure of and directs accounting for departmental funds.
2. Directs division administrative staff; assures efficient organization of administrative groups for effective delivery of services; is responsible for selection, training and supervision of administrative personnel to ensure effective performance.
3. Consults with the Chief Probation Officer and other department officials to determine administrative/management policies in areas such as personnel, purchasing, equipment, facilities, financial and legal services; develops and implements appropriate programs for these areas.
4. Reviews organization and staffing plans to ensure consistency and adequacy of department objectives; administers department salary and personnel policy programs; and recommends modifications of these programs as necessary.
5. Creates and directs an administrative service resource to assist operating divisions in adhering to administrative requirements; conducts administrative or financial studies or special projects; and prepares related reports.
6. Ensures conformance of operations with local, state and federal governmental regulations.

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills: Considerable knowledge of: public administration and personnel management; the principles and practices of governmental budgeting and accounting, statistical techniques and methods and modern office procedures.

CLASS TITLE: MANAGER, FINANCE AND ADMINISTRATION,
JUVENILE PROBATION

CODE: 8336

DESIRABLE QUALIFICATIONS: (Cont.)

Ability to: plan, organize and direct a comprehensive business management service program; develop and recommend effective policies in the administrative field; investigate and analyze administrative and budgetary problems; make cost and operation analyses; devise and effectively propose and present reports and recommendations; deal tactfully with departmental personnel in controversial situations.

NOTE: This class is exempt from Civil Service examination under Section 3.699-2 of the Charter.

ADOPTED: 1-12-61

RETITLED AND AMENDED: 2-4-91

#4207c

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCESSAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: Assistant Director, Juvenile Hall

JOB CODE: 8340
Business Unit: COMMN

DEFINITION: Under general direction, assists in the management and operation of Juvenile Hall detention facility, including the care, custody, safety and welfare of juveniles detained at Juvenile Hall; acts for the Director in his/her absence and performs related duties as required.

Requires responsibility for: Carrying out, interpreting, coordinating and enforcing existing institutional policies and methods for the Juvenile Hall; continuous personal contacts in situations involving the handling of difficult personal inter-relationships; preparing, approving, reviewing and maintaining institution records and reports. This position may require working nights, weekends and holidays.

DISTINGUISHING FEATURES: The Assistant Director, Juvenile Hall is distinguished from the Director, Juvenile Hall in that the former assists the Director in all aspects of running the Juvenile Hall detention facility. It is distinguished from the Supervising Counselor position in Juvenile Hall in that the Assistant Director, Juvenile Hall performs at a higher level of responsibility and directly supervises the Supervising Counselor, Juvenile Hall positions.

SUPERVISION EXERCISED: This classification directly supervises the Supervising Counselor, Juvenile Hall positions.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to the Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Plans and establishes goals and objectives for Juvenile Hall based on the Mission Statement for the Juvenile Probation Department and Juvenile Hall by compiling data from reports and participating in meetings to develop goals and objectives; and organizing and retaining data in the Management Information System for continued long and short term planning and periodic evaluation of goals and objectives.
2. Prepares status reports on goals and objectives monthly, quarterly, semi-annually with data obtained from population reports, staffing reports, safety and security reports, environmental reports, and Juvenile Hall inspection reports in order to develop, implement and maintain an accurate MIS.
3. Manages fiscal and material resources by contributing to the development of the annual budget; developing and submitting well justified materials and equipment requests adequate to the needs of the institution and by accurate reporting of the budget's status for Juvenile Hall in the monthly, quarterly, semi-annual, and annual reports regarding non-recurring maintenance and minor capital outlay requests in order to maintain fiscal responsibility.
4. Monitors organizational activities and evaluates results by preparing annual environmental reports, on conditions of confinement and quality of life for residents and staff in the institution and making recommendations to improve or correct below standard conditions in order to insure that the conditions of confinement and quality of life meet the ACA and BOC standards.
5. Monitors food service, school, safety and security, facility cleanliness and volunteer activities by evaluating the weekly, monthly, quarterly, semi-annual and annual reports and developing and initiating corrective action for each area of responsibility.
6. Reviews and evaluates annual training plans and makes recommendation for training that will keep staff in compliance with ACA, BOC standards and developmental needs.
7. Reviews, evaluates and makes recommendation regarding quarterly and annual staff assault reports and implements approved action.
8. Develops a standard reporting system for resident case management.
9. Develops performance standards to measure continual compliance of staff with the ACA and BOC and other performance standards.
10. Writes performance evaluations for the Supervising Counselors and Support Staff in order to identify their strengths and weaknesses, and establish goals and objectives.

11. Meets with union representatives on grievances from employees and responds in a timely manner so as to resolve grievances at the lowest level of administration; instructs supervisors and staff to adhere to the terms of the MOU in order to avoid grievances by staff.
12. Participates in the development of public relations programs that will inform and educate the public and interested community agencies concerning the needs and progress of Juvenile Hall.
13. Participates in the selection procedure for permanent and provisional openings in accordance with departmental and Civil Service rules and procedures.
14. Initiates disciplinary action with staff when deemed necessary, demonstrating an awareness for progressive discipline, including verbal warnings, written reprimands, suspensions and terminations in accordance with department standards, Civil Service rules and MOU's.
15. Monitors staff assignments, vacation, leaves and time rolls.
16. Monitors policy and procedure development for senior supervising staff.
17. Manages and controls facilities to insure housing standards are well maintained according to legal (ACA and BOC) standards.
18. Cooperates with Special Programs for Youth (SPY), a program of the Department of Public Health, responsible for the health and mental health needs of residents, by insuring that Juvenile Hall staff and personnel meet and communicate regularly with SPY staff.
19. Implements and monitors ACA (Commission on Accreditation for Corrections) standards for detention which includes: administration and management, physical plant, institutional operations, facility services and juvenile services
20. Acts for the director in his/her absence in carrying out the internal operating policies and rules and regulations of the Juvenile Hall detention facility.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of:

Budget process and labor relations as applicable to the operation of a large youth detention facility.

Ability to:

Administer policies, procedures and overall mission of the Juvenile Probation Department; supervise staff; conduct internal investigations; plan, schedule, and coordinate tasks and events; analyze situations and choose appropriate course of action; and effectively communicate both orally and in writing.

EXPERIENCE AND TRAINING GUIDELINES:

Training:

Requires possession of a baccalaureate degree from an accredited college or university, with major course work preferably in psychology, sociology, criminal justice, social work, public administration or business administration or related fields.

Experience:

Requires six years of verifiable experience providing care, security, counseling and discipline for juveniles in a residential correctional facility operated by a County, State or Federal agency. Three years of the above experience must include supervising counselors.

License:

Possession of a valid driver license at the time of appointment. (California driver license must be maintained current during employment).

EFFECTIVE DATE: 4/26/71

AMENDED: 4/2/01

Reason for Amendment:

To accurately reflect the current tasks and the knowledge, abilities and skills defined in the most recent job analysis conducted for this job code.

Class no. 10-10
(RETITLED & AMENDED)

SAN FRANCISCO CIVIL SERVICE COMMISSION

DOCUMENTS

JUN 16 1971

CODE: 8342

SAN FRANCISCO
PUBLIC LIBRARY

CLASS TITLE: DIRECTOR, JUVENILE HALL

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for the management and operation of Juvenile Hall and the care and security of dependent and delinquent children quartered there while awaiting processing of their cases; and performs related duties as required.

Requires major responsibility for: developing, coordinating and executing policies and methods for the Juvenile Hall; making regular contacts with other division heads and representatives of other agencies for the purpose of obtaining desired departmental actions; directing the preparation, approving, reviewing, and maintenance of institution records and reports.

EXAMPLES OF DUTIES:

1. Inspects the premises of Juvenile Hall to evaluate activities and conduct of the children, performance of the staff, food preparation and the maintenance, sanitation and security of the buildings; directs necessary corrective measures.

2. Reviews admission procedures for proper compliance with laws, rules and department policies; determines that no problem of overcrowding exists; interviews highly disturbed and serious behavior problem children and advises staff on methods of control and discipline; consults with juvenile court officials on the advisability of removing children who threaten the safety of other children or themselves.

3. Reviews, corrects and approves all statistics, accident reports, medical reports, discipline reports, inventory cards and files; requisitions foodstuffs, clothing, drugs and housekeeping supplies.

4. Evaluates performance of counselors; conducts staff meetings to discuss existing problems and new procedures; confers with medical staff to review health and sanitation procedures.

5. Evaluates all proposed recreational activities planned and conducted for detained children; advises school department liaison officer regarding the performance of the teaching personnel assigned to the institution.

6. Conducts tours of Juvenile Hall for local officials and visitors; writes articles on special projects and meets with professional and community service groups.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in the social sciences.

Requires at least eight years of progressively responsible experience in the custody, counseling and disciplining of delinquent and dependent children, including two years of administrative experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: administrative principles and procedures as applied to the operation and management of a children's detention facility; applicable laws, codes, statutes and policies.

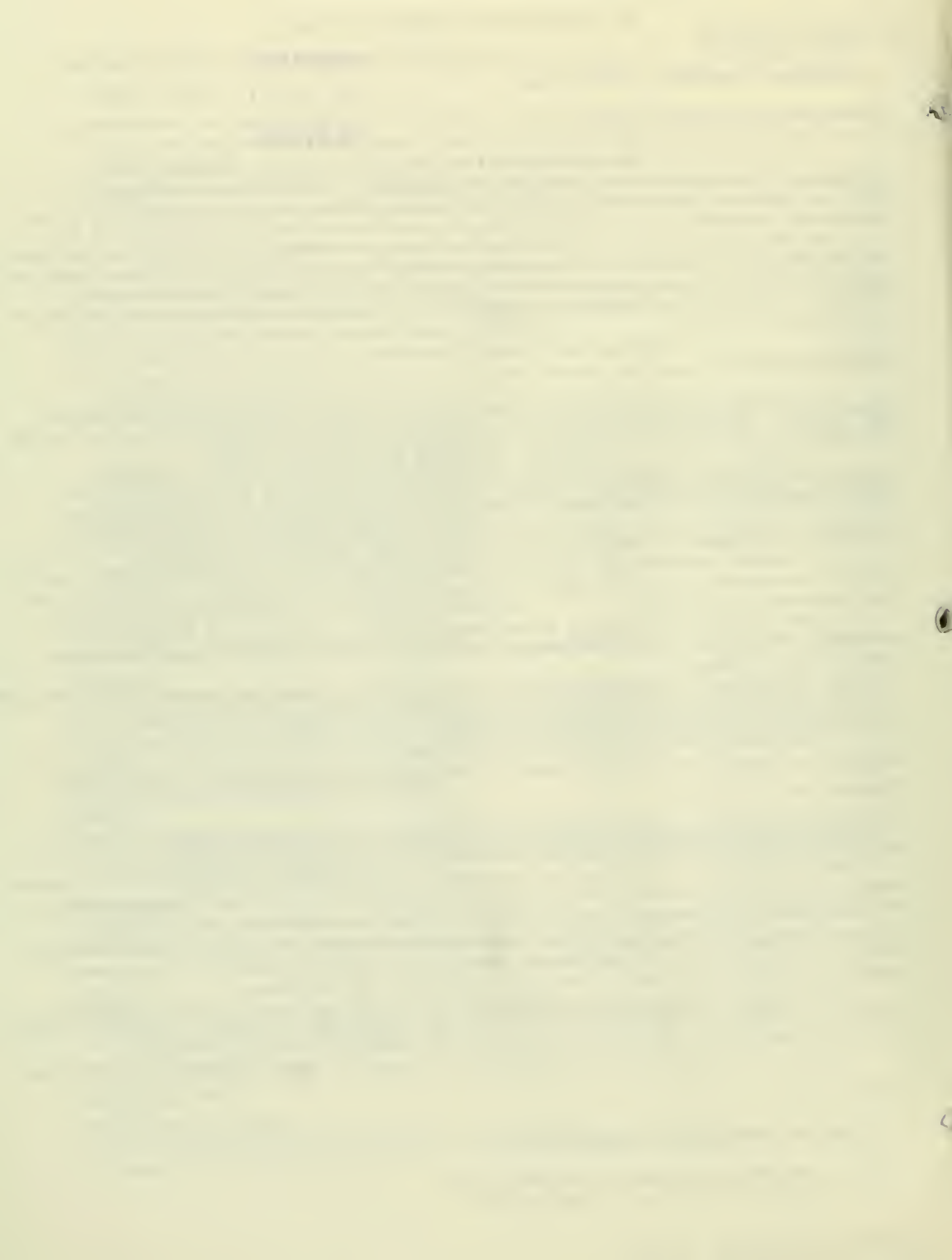
Requires ability to: plan, organize and direct the various activities of a juvenile detention institution; analyze complex situations accurately and adopt an effective course of action; deal fairly and firmly with juveniles detained in the institution.

Requires unusual skill in the application of institutional administration techniques.

PROMOTIVE LINES:

To: No normal lines of promotion.

From: Supervising Counselor, Juvenile Court
Assistant Director, Juvenile Hall



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR, JUVENILE HALL

CODE: 8344

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, the Director of Juvenile Hall manages and operates Juvenile Hall in the Juvenile Probation Department; provides direction and supervision to the staff; is responsible for the care, security and treatment of juvenile law violators within the jurisdiction of the Juvenile Court.

DISTINGUISHING FEATURES:

The single position in this classification reports to the Chief Probation Officer, Juvenile Probation Department, and is characterized by its independent responsibility for the management and administration of Juvenile Hall. This classification is distinguished from class 8330 Director, Log Cabin Ranch, in that the latter class manages and administers the operations of Log Cabin Ranch. It is distinguished from class 8416, Director, Probation Services, in that the latter class directs the department's field services division.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Acts as Chief Executive Officer of Juvenile Hall; develops and utilizes programs to best meet the needs of local youth; consults with San Francisco Unified School District officials to coordinate educational activities with rehabilitation and detention programs; oversees the operation of Juvenile Hall.

2. Assists in the development of policies and procedures governing the operation and administration of Juvenile Hall; gives direction to and consults with staff on a variety of activities; evaluates general performance of staff with emphasis on the quality of performance.

3. Directs the preparation of the annual budget for Juvenile Hall; reviews, evaluates and approves budget requests from staff; reviews budget performance reports; coordinates the purchasing of food, clothing, supplies and equipment with the Manager, Finance and Administration, Juvenile Probation.

4. Explains divisional policy to the public and private or governmental agencies; releases information on juveniles and programs to the news media in accordance with established policy and procedure; develops a divisional public relations program.

5. Ensures that operations conform with local, state and federal governmental regulations.

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills: Considerable knowledge of: administrative principles and procedures as applied to the operation and management of youth detention and rehabilitation facilities; and applicable laws, codes, statutes and policies.

DESIRABLE QUALIFICATIONS: (Cont.)

Ability to: plan, organize and direct the operation of a juvenile facility; analyze complex situations accurately and adopt an effective course of action; provide direction to supervisory staff charged with the responsibility of implementing plans of action; speak and write effectively; represent the department before boards, commissions, governmental agencies and community groups; and exercise unusual skill in the administration of a facility.

NOTE: This class is exempt from Civil Service examination under Section 3.699-2 of the Charter.

ADOPTED: 7-5-77

RETITLED AND AMENDED: 2-4-91

#4211c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR OF TRAINING PROGRAMS,
SHERIFF'S DEPARTMENT

CODE: 8347

CHARACTERISTICS OF THE CLASS:

Under general direction plans, develops, administers and evaluates a comprehensive training program for the Sheriff's department deputized and other correctional personnel; coordinates and utilizes instructional resources from within and outside the department; develops and designs in-service training programs to supplement present programs with training designed to enable staff to deal with the specialized problems of the inmate population of the San Francisco County jails; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position class in the Sheriff's Department is characterized by its responsibility for the conduct of training programs in compliance with Peace Officers Standards and Training requirements. The content of such training includes the introduction and promotion of the more innovative concepts of modern correctional practices to detention personnel in order to maximize their corrective influence on inmates.

EXAMPLES OF DUTIES:

1. Assesses, develops, administers, and evaluates a comprehensive training program for deputized staff and other correctional employees in the Sheriff's Department.
2. Reviews training programs for compliance with POST (Police Officer Standards Training), State Board of Corrections, City and State regulatory and statutory training requirements for the deputized personnel.
3. Analyzes departmental training needs and establishes policies, plans, and procedures necessary to implement new training concepts; formulates a questionnaire and periodically conducts survey in order to determine training needs of department.
4. Maintains close liaison with the coordinators of the various training academies; continually evaluates the courses offered in order to determine suitability to department's needs.
5. Organizes, utilizes and coordinates instructional resources from within and outside the department; works with community groups in developing training programs and in obtaining guest lecturers.
6. Designs in-service training programs appropriate to department's needs and evaluates the designed programs.
7. Conducts thorough investigations of major disruptive jail incidents at the request of the Sheriff; analyzes organizational issues and recommends solutions.
8. Counsels deputized staff, other correctional personnel in career development.
9. Directs and participates in preparation of periodic special reports and annual departmental report pertaining to the activities of the training program.

CLASS TITLE: DIRECTOR OF TRAINING PROGRAMS,
SHERIFF'S DEPARTMENT

CODE: 8347

MINIMUM QUALIFICATIONS:

Training and Experience: Requires a baccalaureate degree from an accredited college or university and a Master of Arts or Masters Social Welfare degree in correctional programs, penology, criminal justice administration, criminology, public administration or other behavioral sciences supplemented by 4 years of experience in either,

- a) a correctional institution OR
- b) research in criminology, social pathology, or correctional practices OR
- c) teaching criminology, social pathology or a closely related subject at the university level OR
- d) a combination of a, b and c.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: social, cultural, economic and psychological factors contributing to delinquency, criminal and other anti-social behavior; legal and regulatory requirements for the operation of a jail and the treatment of inmates; correctional institutions and modern detention and correctional programs; knowledge of correctional organizations and how they operate.

Requires considerable ability to: establish and maintain effective working relationships with the deputized staff, institutional keepers, adult offenders, jail staff, numerous public and private agencies; ability to assess training needs, formulate, conduct and evaluate training programs; review Peace Officer and other professional journals, prepare technical and informational data for administrative use in a publication.

Requires skill in speaking effectively at professional, non-professional and community meetings and on radio or television.

PROMOTIVE LINES:

TO: To be determined

FROM: Original Entrance Examination

NEW CLASS

ADOPTED: 1/3/77

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, serves as principal assistant to the sheriff in directing the administration and operation of all units of the sheriff's office; and performs related duties as required.

Requires major responsibility for: interpreting, coordinating and enforcing existing policies and procedures affecting the operations of the sheriff's office; making regular important contacts with other departmental personnel, outside law enforcement agencies, court personnel and the general public in connection with the activities of the sheriff's office; supervising the preparation and maintenance of important operational and technical records.

EXAMPLES OF DUTIES:

1. Assists in planning, assigning and directing the activities of subordinate employees engaged in registering court actions and judgments, receiving and accounting for fees, executing the orders of the court in connection with the attachment and sale of property, arresting, incarcerating and subsequently caring for individuals.

2. Directs the activities of all bailiffs assigned to the municipal and superior courts.

3. Makes periodic inspection trips and reviews the operations of the county jails.

4. Directs the transportation of inmates to the various jails and institutions as required.

5. Directs the preparation and maintenance of all departmental records and reports.

MINIMUM QUALIFICATIONS:

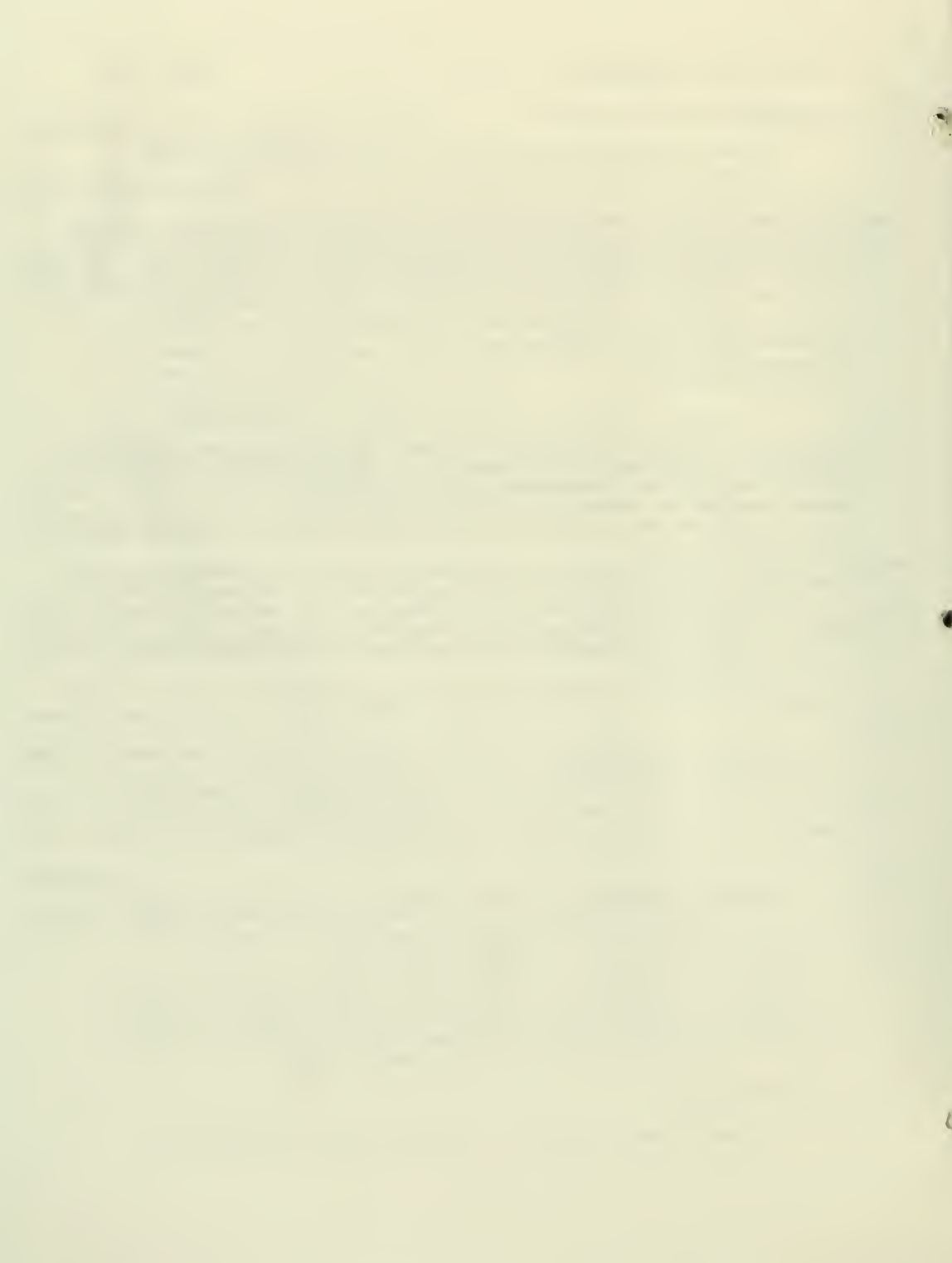
Training and Experience: Requires completion of high school, supplemented by at least ten years of progressively responsible experience in the care and custody of prisoners and in the preparation and processing of legal actions required of the sheriff's office, including five years of responsible administrative experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: existing codes, ordinances, laws and regulations relating to the operations of the sheriff's office; the organization and management of correctional institutions; the handling of inmates.

Requires considerable ability to: plan, assign and direct the activities of a large group of subordinate personnel; exercise unusually good judgment in evaluating and recommending on departmental operations; establish and maintain effective working relationships with the courts, outside law enforcement agencies and the general public.

PROMOTIVE LINES:

No normal lines of promotion - position exempt from examination.



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SHERIFF

CODE: 8350

CHARACTERISTICS OF THE CLASS:

As an elected official responsible to the electorate, and subject to executive approval and the legislative body with respect to budgets, purchasing, and other functions and activities, serves as sheriff, ex-officio marshal of the municipal courts and chairman of the county parole board for the city and county; carries out the legal and law enforcement responsibility required of this office by charter, ordinances, state laws and other regulatory actions; and performs related duties as required.

Requires major responsibility for: developing, approving and executing all policies and procedures relating to the legal and law enforcement responsibilities of the office; making continuous responsible personal contacts with governmental officials, law enforcement agencies, the courts and outside groups and organizations in connection with the handling of the legal and law enforcement responsibilities of the office; directing the preparation and maintenance of a variety of complex records and documents relating to the office activities.

EXAMPLES OF DUTIES:

1. Directs all legal processes required by law in cases of service and attachments.
2. Directs the activities of subordinates involved in providing courtroom services, processing jury summonses, handling and transporting prisoners, mental patients and convicted felons to state institutions.
3. Directs the activities of all jail divisions including the jail farm system.

NOTE: As this position is an elective office of the city and county, no "MINIMUM QUALIFICATIONS" and "PROMOTIVE LINES" are included in this specification.

